



Empowering Youth Workers to Reach Out Young Migrants and Refugees

01. NEED ANALYSIS REPORT

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1. INTRODUCTION

1.1. Project Background

Migration is a growing and permanent part of Europe's today and future. There is a need for more effective strategies at EU level and national levels to promote the economic, social, cultural, and political integration of migrants and the next generation. ¹

Youth workers and social workers play a key role in helping migrants overcoming problems they encounter in a new society and integration. Youth work has much to offer in services for migrants and refugees. From a skill base that integrates intrapersonal and inter-personal support with the practicalities of assisting people to find their way around the social welfare system, youth workers and social workers can respond to the complex needs of young refugees within an understanding of the wider context of family relationships and social institutions.

Youth work is of great social value. It connects with young people's leisure and recreational interests, complements formal educational processes, addresses contemporary social issues such as unemployment, and reflects the particular needs and tasks of young people as they move through the transitions of adolescence and young adulthood.

However, youth workers need to understand their client's status related with their migration background so they can better analyse and respond to their needs and anxieties. Most migrants and refugees will have concerns about finding employment, finding secure accommodation, education, learning language, maintaining their cultural practices, and understanding the local culture, developing a social network, experiencing discrimination and racism, etc. That's why it is important developing youth workers' knowledge, skills and competences in helping refugees and migrants.

Based on the background and needs explained above, **the aim of the REACH-OUT project is** to develop and test an innovative training curriculum for youth workers to support them in reaching out to young migrants and refugees, and increase youth workers' competences and foster their professional development.

¹ <http://www.migrationpolicy.org/article/challenges-integration-eu>



The special aims of the project are:

- to analyse the training needs of youth workers (within this survey)
- to develop of an innovative training curriculum for youth workers who work with young migrants and refugees
- to train youth workers with this new training curriculum
- to increase professional knowledge and skills of youth workers in terms of migrant and refugee work
- to improve the quality of the youth work

1.2. Project Partnership



Yasar University (Coordinator)
(Turkey)



Formazione Co&So Network
(Italy)



Jugend am Werk Steiermark
(Austria)



United Societies of Balkans
(Greece)



Eski Avrupa Gönüllü Hizmeti
Gönüllüleri Genclik Dernegi
(Turkey)



Istanbul Valiligi
(Turkey)



1.3. Intellectual Outputs

O1. NEED ANALYSIS

The aim of this output is to understand the **training needs** of the youth workers in terms to reaching out young migrants and refugees. The information gathered with this need analysis will be used in the development of O2 and O3.

The need analysis research was conducted in two ways:

Desktop research: Review of existing literature on youth work, review of available literature on integration of migrants and refugees, review of available training offers for youth workers.

Need analysis survey (field research): Conducting need analysis survey (questionnaires) with youth workers.

O2. TRAINING CURRICULUM AND MATERIALS

The aim of this intellectual output is to develop a training curriculum for youth workers who work with young migrants and refugees.

The curriculum content will be based on the results of the need analysis research and survey. Training Curriculum and Materials will be used during the Short Term Joint Staff Training Event for the training of the youth workers. It will also be disseminated during the Local Multiplier Events and Joint Multiplier Event. Partners will present training curriculum and materials to the target group during the Local Testing Sessions which will be held as a 2-day-event to collect the views of the youth workers regarding its content and based on their feedback it will be updated and finalized.

O3. TRAINERS HANDBOOK

The Trainers Handbook will be a useful resource for youth workers in providing trainings to other youth workers as well as providing services to the migrants and refugees. It includes useful tips in working with young migrants and refugees, training resources, training methods and techniques, how to analyse training needs and learning styles, how to develop appropriate training materials.

The Pilot Testing will be carried out in all partner countries, with the involvement of 10 youth workers from each partner country.



1.4. Definitions

There are many different definitions of migrant, refugee, youth work and youth workers in the literature. In order to reach a common understanding, REACH-OUT partnership accepted the following definitions, which are also official definitions of EU/UNHCR.

UNHCR + EU definitions²

- **“Refugee”** means a third-country national who, owing to a well-founded fear of being persecuted for reasons of race, religion, nationality, political opinion or membership of a particular social group, is outside the country of nationality and is unable or, owing to such fear, is unwilling to avail himself or herself of the protection of that country, or a stateless person, who, being outside of the country of former habitual residence for the same reasons as mentioned above, is unable or, owing to such fear, unwilling to return to it.
- **“Refugee status”** means the recognition by a Member State of a third-country national or a stateless person as a refugee.
- **“Person eligible for subsidiary protection”** means a third-country national or a stateless person who does not qualify as a refugee but in respect of whom substantial grounds have been shown for believing that the person concerned, if returned to his or her country of origin, or in the case of a stateless person, to his or her country of former habitual residence, would face a real risk of suffering serious harm and is unable, or, owing to such risk, unwilling to avail himself or herself of the protection of that country.
- **“Subsidiary protection status”** means the recognition by a Member State of a third-country national or a stateless person as a person eligible for subsidiary protection.
- **“Application for international protection”** means a request made by a third-country national or a stateless person for protection from a Member State, who can be understood to seek refugee status or subsidiary protection status, and who does not explicitly request another kind of protection.
- **“Applicant”** means a third-country national or a stateless person who has made an application for international protection in respect of which a final decision has not yet been taken.
- **“Minor”** means a third-country national or stateless person below the age of 18 years.

² <http://eur-lex.europa.eu/legal-content/EN/TXT/?uri=CELEX%3A32011L0095>



- **“Unaccompanied minor”** means a minor who arrives on the territory of the Member States unaccompanied by an adult responsible for him or her whether by law or by the practice of the Member State concerned, and for as long as he or she is not effectively taken into the care of such a person.
- **“Residence permit”** means any permit or authorisation issued by the authorities of a Member State, in the form provided for under that State’s law, allowing a third-country national or stateless person to reside on its territory.³
- **“Migrant”** is a broader-term of an immigrant and emigrant that refers to a person who leaves from one country or region to settle in another, often in search of a better life.⁴
- **“Youth Work”** is a broad term covering a large scope of activities of a social, cultural, educational or political nature both by, with and for young people. Increasingly, such activities also include sport and services for young people.⁵
- **“Youth Workers”** participate in or are active in a rich and diverse range of youth work activities. The term "youth worker" usually is a synonym for all people who work professionally and semi-professionally in the social field and work with the target group young people up to the age of 30.

³ <http://eur-lex.europa.eu/legal-content/EN/TXT/?uri=CELEX:32011L0095>

⁴ http://ec.europa.eu/immigration/glossary_en

⁵ [http://eur-lex.europa.eu/legal-content/EN/TXT/?uri=CELEX:42010Y1204\(01\)](http://eur-lex.europa.eu/legal-content/EN/TXT/?uri=CELEX:42010Y1204(01))

DESKTOP RESEARCH

2. DESKTOP RESEARCH FINDINGS

2.1. Existing Literature on Youth Work in the Partner Countries

Youth work is a classical field of activity of social work and describes a very wide and varied spectrum of social work fields. A **central feature of youth work is their strong heterogeneity**, which is reflected both structurally, in terms of content, personnel and country-specific legal provisions.

According to the **European Commission**, “Youth work” refers to **education and welfare services to support young people’s safe and healthy transition to adult life, as well as leisure activities**⁶. In this context, the organizations that deliver youth work share broad youth work values and aims which include:

- Support young people in exploiting their potential in the cultural, social and education field,
- promote the active participation of young people in social and cultural activities,
- guide young people in their personal and professional path, including counselling about school and education or support to facilitate the access into the labour market.

Considering these aims, youth work is intended as a **non-formal learning process** aiming at developing young people in terms of their citizenship, their integration in civil society and increasing solidarity among generations. Therefore, these activities are always implemented **outside of formal education**. Within the framework of a scientific discourse it comes to light that the classic concept of youth work is mainly the “out-of-school” (extra-curricular) children and youth work, which aims to promote and strengthen young people.

In general, there is **no uniform conceptual definition** in all partner countries, which is why the concept of youth is taken according to its use. All the laws dealing with this issue, both at international and regional level have **different concepts of who “young people” are**.

⁶ <https://www.jugendpolitikineuropa.de/downloads/4-20-2430/814.pdf>



There are **no uniform national laws regarding the definition of youth work and standards for youth worker** and consequently there is **no common agreed definition and translation of the term youth work used by public authorities and NGOs.**

Even for the youth worker there is not a legal definition, **it is very common that they are employed by the third sector** (cooperatives, associations and NGOs) for working in residential (Residential Youth Care Homes, Emergency Shelter, etc.) or semi residential services and programs (youth centres, after school activities, info point for young people) addressed to young people.

In order to understand the situation of the Youth work and Youth workers in partner countries a desktop research conducted by partners. Below is the summary of the review of the youth work in partner countries.

2.2. “Youth Work” and “Youth Workers” in the Partner Countries

The concept of youth work is subject to differing definitions and it is mainly an out-of-school youth work, which is characterized above all by openness and voluntariness.

In all of the partner countries **there is no official definition of either youth work or youth worker.** The term "youth worker" usually is a synonym for all people who work professionally and semi-professionally in the social field and work with the target group young people up to the age of 30.

Youth work in **Greece** is mostly performed by members or volunteers of civil society organizations. In the past, religious youth organizations played an important role, seeking to regulate the social behaviour of young people through the control and management of their leisure time.

Youth work in **Turkey** is also mostly performed by members or volunteers of civil society organizations the history of the youth work closely related with the development of the civil society organizations in Turkey.

In the **Italian** model of social assistances and services the third sector is a pivotal player in the delivery of youth work and the majority of youth workers are delivering youth work through third sector



associations. Since there are not defined boundaries for youth work, the organisations are able to provide a wide range of activities and also for this reason the vast majority of them is delivered by the third sector rather than by public institutions.

While primary goal of the youth work in **Austria** is to strengthen and support young people while protecting them by law a central feature of youth work in Austria is its strong heterogeneity, which is reflected both structurally, in terms of content and personnel.

In **Austria and Italy** there are more stringent guidelines and clearly defined framework conditions in working with young people. Specific qualifications are requested for the youth workers working in residential settings with young people (such as residential youth care homes, emergency shelter for young people, etc.).

In **Turkey and Greece** there is no specific regulation regarding youth work or workers in the national laws. There is a lack of a comprehensive and inclusive youth policy in the area of youth both in Turkey and Greece. However, according to the European Commission, youth work in **Greece** refers to education and welfare services to support young people's safe and healthy transition to adult life, as well as leisure activities. The target group is all young people as well as disadvantaged and socially excluded groups.

In **Turkey**, in practice all youth organizations and civil society organizations that work in the area of youth are subject to Civil Society Organizations Law (Law No.5253). The regulations regarding the operation of the civil society organizations exist in the Constitution as well as Associations Law and Turkish Civil Code. However, the articles in these regulations are in general nature and are not specific to the activity areas of the NGOs.⁷

⁷ http://www.youthpolicy.org/national/Turkey_2009_Youth_Policy_Study.pdf



2.3. Training of Youth Workers in the Partner Countries

The desktop research showed us that in general, there is **no specific qualification requirements or restrictions to be a youth worker** in partner countries.

However, in **Austria** the level of education is linked to the performance regulation. Thus, there are generally two work fields that are subject to different standards: If the performance is subordinated to the Federal Child and Youth Aid Act and the youth's welfare is the goal, a higher qualification level is generally required. In Austria for instance, legally, there is a so-called "Implementing Regulation ("Durchführungsverordnung")⁸, which is an explicit description of the performance (qualifications, educational principles, etc.). Furthermore in **Austria and Italy**, knowledge and skills required by youth workers are strictly in correlation with the setting (residential, semi-residential, youth centre) in which they are employed and the target groups they are dealing with (migrants, adolescents, unemployed young people, unaccompanied foreign minors, NEETs⁹, early school leavers). Moreover, youth-workers' methods, objectives and skills vary according to the place where the youth-workers usually meet the young people.

In **Turkey**, the training of the youth workers mainly conducted within their respective NGOs by the trainers who have practical experience in the field. Apart from the civil society organisations, youth work training is provided by a limited number of public institutions such as Department of Youth Services under Ministry of Youth and Sports and the Turkish National Agency under Ministry for EU Affairs.

In **Greece**, there is no vocational or educational training specialized on youth work. However, organizations active on refugee crisis are providing trainings and seminars for their employees. In addition to this, there are projects being implemented in local level by youth centres.

But in terms of the fact that the work area of youth work is very wide, it can be summarized that in all partner countries, there is no specific qualification requirements or restrictions to be a youth worker. As a result, **youth workers come from diverse backgrounds**. People who works in the area of youth work

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http://www.verwaltung.steiermark.at/cms/dokumente/11680263_76703105/af0a9708/StJWG%20DVO%20Anlage%201%20idF%20LGBI%202013_30.pdf

⁹ Not in training, not in education



are generally have social sciences background such as Social Services, Law, and Communication Studies but there are also youth workers with a degree in mathematics, music or philosophy. The majority of youth workers with a bachelor or master degree have the similar academic background in Pedagogy/Educational Science, Psychology and Sociology.

In general, there is **no vocational or educational training specialized on youth work in all partner countries**. Rather, organizations are providing trainings and seminars for their employees. “Youth workers” are commonly trained through short courses or through the learning-by-doing process. **However, there is a wide variety of training and further training opportunities for "youth workers" provided by NGO’s, EU funded projects and/or national and international training providers.**

The work with young people in general requires a high professional competence, which is why the quality of training is essential. In short, **the training possibilities are wide, but not standardized in all partner countries.**

With regard to the issue of the target group and specific training for youth workers working with migrants and refugees, it can be said that there are different courses, especially at the national level. **The training offers are very heterogeneous and include different subject areas.** The courses range from basic asylum knowledge to competence development in educational needs of youth workers and are based on a practical approach. The trainings are addressed to people working with migrants and refugees and provide knowledge of intercultural issues. In summary, the sample courses selected by partners include the following topics:

- **Legal foundations:** Asylum and Refugee Policy (asylum law, alien law, claims of asylum seekers and convention refugees)
- **Pedagogy:** Team building, cultural mediation, leisure education
- **Psychosocial aspects:** Trauma and work with traumatized people, violence, sexuality, de-escalation, conflict management strategies
- **Intercultural studies:** Intercultural counselling

In most of the training offers, the participants receive a certificate or a confirmation of successful completion.



2.4. Current Youth Work Targeted To Refugees and Migrants in the Partner Countries

In all partner countries, working with migrants is nothing new, but has reached a new dimension due to the strong refugee movement since the beginning of the Syrian Civil War. It is now necessary to deal with new issues in order to address this situation and to enable integration.

The **youth work for migrants and refugees in partner countries can be clustered in two different groups:**

- The first group of supports include actions towards **providing basic needs** of the refugees such as food and housing.
- The second group of initiatives include **support mechanisms for the integration** of refugees by providing consultancy, education and training.

After the beginning of the Syrian Civil War 2011, **Turkey** faced with the largest refugee flow in its history and transformed into the leading hosting country for the refugees in the world. Most of the youth work for refugees and migrants in Turkey focuses on Syrians since they are the largest refugee groups in Turkey. These support mechanisms are mostly related with accessing rights, providing legal consultation, food and sheltering support, health assistance.

Foreigners under temporary protection in **Turkey**, can also apply for jobs and access right to work since 2016. As a result, there are also recently developing youth sector initiatives targeting to develop skills of refugees by trainings, providing vocational trainings and language trainings.

In the last years, two issues are gaining an increasing relevance in the field of youth work targeted to refugees and migrants: **Rising of youth unemployment and increasing number of unaccompanied foreign minors.**

Most of the projects in **Italy and Austria** therefore are aimed primarily at an informal recognition of professional qualifications. A main focus lies on the employment and education policy of young people, because the lack of formal qualifications is often not equivalent to a lack of skills and abilities. Therefore, it is useful for the group of the disadvantaged to apply competence assessment procedures.

In some projects in **Austria**, a competency assessment procedure was developed for companies (especially social economy enterprises and non-profit-making employment projects) in order to make basic competencies visible. Moreover, some non-profit organizations focus on the intercultural context



and provide support to migrants through counselling, education and employment projects, thus contributing to the improvement of social and professional participation opportunities.

In **Italy**, an important program addressed to youth unemployment in general is the Italian Youth Guarantee Plan. The plan is managed at regional level and it's focused on reaching one of the priorities of the Europe 2020 Strategy: to reach an employment rate of 75%.

In Italy, previously regions have tried to limit the negative effects of the crisis on youth through the establishment of integrated policies of training and employment. In many cases, they have used "special plans for youth employment", assuming that extraordinary measures are required to support young people to enter the labour market in a qualified way. E.g. Tuscany region has promoted a specific project "Giovanisì" to support young people and youth workers facing with the current challenges.

Refugees, especially unaccompanied minors, who come to Austria, Greece, Italy or Turkey are at compulsory schooling age have often problems connecting with the education system and entering the labour market. However, they can no longer be legally supported in compulsory education, which is why it is important to develop a framework for this target group in order to promote a comprehensive acquisition of competences.

Desktop research showed that there are many projects aiming at facilitating integration in all partner countries. For example, there are several significant NGOs in all partner countries with experience of integrating youth work for coping with or preventing social problems. These NGOs have been undertaking also prominent roles for encouraging young volunteers to work for and with migrant and refugees. These initiatives aim to develop skills of the refugees for employment opportunities, to provide health support or legal consultancy. In **Greece**, there are a lot of NGO's that are especially active on refugee crisis and **provide social and psychological support and training activities, legal assistance and employment counselling.** Other initiatives worth mentioning are the ones taken by independent volunteers, university students and citizens. For example, when the refugees firstly arrived in Greece, citizens of Thessaloniki among with students took over an abandoned orphanage and reformed it to a habitant place. Refugees were hosted there and volunteers provided them with meals and washed clothes daily. Gradually refugees took over and stop depended on volunteers. At some point, the authorities cleared and demolished the building. Citizens also formed organized groups at the areas around the refugee camps and helped them in any way possible. A group of independent volunteers



formed an independent school inside a refugee camp, teaching English, German and Greek to boys at the age of 17- 27 and providing creative workshops for the children.

In **Turkey**, several NGOs are organizing activities and implementing **projects for the integration of Syrian youth through their own resources, national funding or also under the EU funded programs**. There are some initiatives developed within scope of the Civil Society Dialogue Programme of the European Union, which aims to bring together civil society organizations from Turkey and the EU to exchange knowledge and experience. Moreover, some small and medium scale projects are also implemented under the Erasmus+ Programme as to develop initiatives and projects for migrants and refugees.

The Ministry of Youth and Sports in Turkey also provides funding for the youth projects related with refugees. According to the data provided by the Ministry, six different youth projects were funded just in 2015 by providing around 200.000 Euros financial aid and around 2250 Syrian young people have been benefited from these projects. The projects funded by the Ministry aims to deliver language courses and vocational trainings, education consultancy for the young refugees to cope with their social integration problems.

2.5. General Overview of the Migrant and Refugees in the Partner Countries

During the period of 2011–2014, the European Union (EU) reformed its legislation on asylum in order to cope with the increased influx of migrants arriving at the borders. The refugee crisis has impeded further development of the Common European Asylum System (CEAS). The migrants who enter the EU are a mixed group composed of asylum seekers and economic migrants. Under CEAS, international protection is granted to those migrants who qualify as refugees due to a well-founded fear of persecution. Subsidiary protection status is granted to those who would face a real risk of suffering serious harm if returned to his/her country of origin.

A person seeking international protection is any foreigner or stateless person who declares that he/she is seeking asylum or requests not to be deported because he/she is in fear of persecution because of his/her race, religion, nationality, participation in a particular social group or his/her political beliefs, or because he/she is in danger of suffering serious harm in his/her country of origin or country of previous residence, especially because he/she is in danger of facing the death penalty or execution, torture or inhuman or degrading treatment or his/her life or physical integrity is in danger because of an

international or civil war. Also, any foreigner who is transferred by a European state which implements “Dublin III” Regulation is regarded to be a person seeking international protection (asylum)¹⁰.

An applicant can be granted either refugee status or subsidiary protection status.

Turkey is a signatory of both the Geneva Convention on the Legal Status of Refugees and the 1967 Protocol on the Legal Status of Refugees. On the other hand, not all foreigner groups are covered by the official “refugee status” in Turkey. This is related with the fact that Turkey applies “geographical limitation” to the Geneva Convention. In line with this limitation, Turkey grants refugee status only for the people coming from member countries of the Council of Europe.

Syrians in Turkey resides under the status of “temporary protection” as above mentioned. Turkey also issued a “Temporary Protection Regulation”¹¹ on October 2014. Upon the registration to the official Turkish authorities, this status regulates the services and rights for the Syrians, including health services, work permit, education facilities and social assistances.

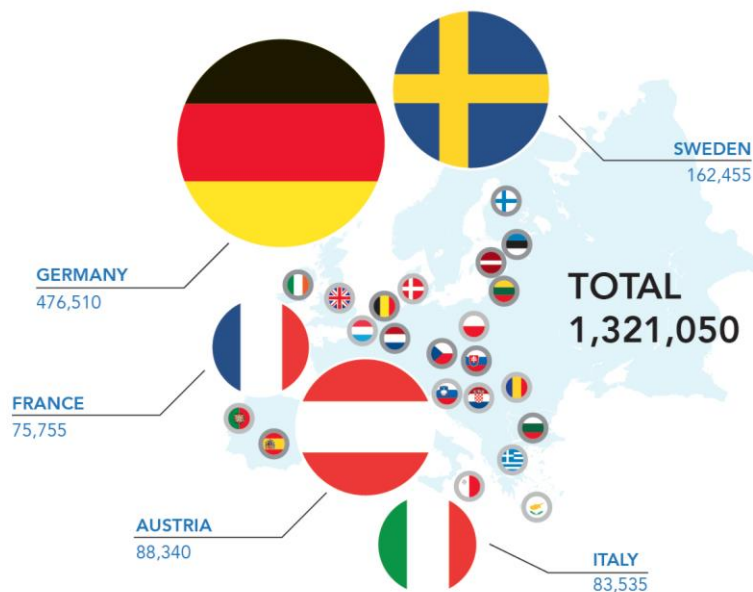


Chart 2: Distribution of asylum applications (EU 28) in 2015¹²

¹⁰ <https://www.loc.gov/law/help/refugee-law/europeanunion.php>

¹¹ Directorate General of Migration Management, “Temporary Protection Regulation”, http://www.goc.gov.tr/files/_dokuman28.pdf

¹² https://www.bmeia.gv.at/fileadmin/user_upload/Zentrale/Integration/Integrationsbericht_2016/Integration_Report_2016_EN_WEB.pdf, p. 25



As shown in the graph above, a total of 1,321,050 asylum applications were lodged in the EU Member States in 2015, which is more than a doubling of the previous year.

Turkey was identified mostly as a transit country by being an essential part of the migrant's route to the European countries. Following the outbreak of the Syrian Civil War, Turkey embraced an open-door migration policy towards asylum seekers from Syria as a neighbouring country. By 2017, Turkey became a country hosting around 3,2 million Syrians, which makes the country the leading host country for the refugees. Around 10% of all Syrians are in the camps and 90% of the Syrians in Turkey are spread around cities. Almost half of the Syrians in Turkey are women and almost two-third of the Syrians are below the age of 30.

According to available data released by the Directorate General of Migration Management in **Turkey**, the number of residence permit granted to foreigners per year increased almost three times between 2005 and 2016, by reaching from 178.964 to 461.217 people. The top 10 nationalities that receiving permit in Turkey are Iraqis, Syrians, Azerbaijanis, Turkmenistanis, Russians, Afghanis, Georgians, Uzbeks, Iranians and Ukrainians¹³.

The refugee crisis is considered a burning issue also for **Greece**, especially after the beginning of the civil war in Syria in May 2011. Over one million people crossed the Greek territory hoping for a better future, away from wars and hardships. The Aegean passage is the most important passage to Europe. People from Syria, Afghanistan, Iraq and Africa cross the Mediterranean daily, risking their own lives.

The legal framework for the registration, integration and assimilation of these people exists since 2011, when the new asylum procedure was adopted. In the case of **Greece**, however, the time-consuming bureaucracy and the unstable political and economic situation, become obstacles to the good living of the refugees in the country. Some initiatives by NGOs and groups of people were developed to help normalize the situation. According to the table above most of the refugees and migrants are coming from Syria (39%), Afghanistan (11,5%), Pakistan (11,1%), Iraq (8,2%) and Albania (4,0%), which used to be the main country of origin of migrants the last decade.

In terms of the population (applications per capita), **Austria** was ranked third in the number of asylum seekers in 2015. Relating to asylum seekers in the EU comparison, even second place, directly behind

¹³ http://www.goc.gov.tr/icerik6/temporary-protection_915_1024_4748_icerik



Germany (see chart 2). Most asylum seekers in Austria coming from Afghanistan followed by Syria and Iraq¹⁴.

According to UNHCR reports¹⁵, **Italy** is hosting the largest number of refugees among the European countries: (118,000 in 2015). The number of new individual asylum applications (83,200) registered in Italy in 2015 was the highest such number ever recorded. The profile of those applying for asylum has changed significantly in the last years: Whereas in 2014 Mali was the main country of origin, in 2015 Nigeria was the top country of origin for those applying for asylum. The second top country of origin was Pakistan with 10,300 applicants, followed by Gambia (8,000), Senegal (6,400), and Bangladesh (6,000). Although Eritreans represent a significant proportion of those arriving by sea in Italy (19%), only 700 individuals submitted a claim for asylum in 2015. The 70% are men, 14% women and 16% children (15% are unaccompanied foreign minors - UFM). The number of UFM has increased in the last year and since the beginning of 2016, 17% of the total of the asylum seekers that have arrived in Italy, are under 18.

The above short summary of the refugee situation in partner countries of Turkey, Greece, Austria and Italy shows that in Turkey and Greece Syrians are the largest refugee group while in Austria largest refugee group is Afghans and in Italy Nigerians are the largest group.

If we look at the access to the labour market of the refugees in partner countries we see different pictures:

In **Turkey** not only Syrians but also all foreigners under temporary protection can apply to the Ministry of Labour and Social Security for asking a work permit. Moreover, the International Labour Force Law also passed into law in 2016 by including all migrant groups in Turkey.

On the other hand, **Greece, Italy and Austria**, as members of the European Union, regulate access to the labour market for refugees as follows:

- Those who are recognized as persons in need of international protection have access to employment.
- Recognized refugees or persons with subsidiary protection status have the right to health care and education on the same basis and conditions as nationals.

¹⁴https://www.bmeia.gv.at/fileadmin/user_upload/Zentrale/Integration/Integrationsbericht_2016/Integration_Report_2016_EN_WEB.pdf

¹⁵ <https://stats.oecd.org>



- Refugees and persons receiving subsidiary protection may also access public-sector employment under the conditions and limitations established for European Union citizens. These persons also have access to the general educational system and professional training.
- Finally, refugees and protected persons have the right to the same treatment afforded to national citizens in matters of social and health assistance.

However the unemployment rate is growing rapidly in all of the 4 partner countries. Greece has the highest unemployment rate in the European Union with 24,9%; Italy has 11,9%, Turkey has 10,3% and Austria has relatively low 5,7%¹⁶. This negative situation further exacerbates the employment prospects of the refugees in partner countries.

2.6. Integration Policies for Young Migrants and Refugees in the Partner Countries

Concepts for the organization of living together in a society represent a politically controversial terrain and are formulated differently, in international terms.

As a matter of principle, migration-related agendas in **Austria** are traditionally assigned to the Federal Ministry of the Interior. The most important statutory bases are the Asylum Act, the Residence and Residence Act, the Integration Agreement for the compulsory acquisition of German as part of the Residence and Residence Act, the Foreigners' Employment Act and the National Citizenship Act. This plan, which has been in force since the beginning of 2016, has become known under the 50 points plan for the integration of asylum seekers and persons with subsidiary protection in Austria. Due to fact that 81% of the new asylum seekers are under 35 years of age (two thirds of them male) and 9% of the asylum seekers (8,277 persons) belong to the group of unaccompanied minors, a special focus had to be placed to this "young" target group.

Organizations in **Austria** offer intercultural basic education for young people with a background of immigration without a recognized educational qualification and thus offers preparation for the external secondary school. Some organisations in refugee care offers opportunities to youth refugees aged between 15 and 21 years. In addition to the German language, the basic courses also provide learning contents, such as information and communication technologies, computing or professional orientation. In addition, there are educational and vocational counselling as well as social support.

¹⁶ http://ec.europa.eu/eurostat/statistics-explained/index.php/Unemployment_statistics

Turkey has a recent history for such a large cohorts of refugee flows and concrete policies for immigrants and refugees mostly developed after 2011. The Directorate General of Migration Management (DGMM) under the Ministry of Interior was established in 2013 and since then it has been the main public institution for developing policies for the integration of all immigrant and refugee groups in Turkey. Council of Higher Education (YÖK) is the umbrella organization and the highest authority for the coordination of the higher education institutions in Turkey. In 2017, Council of Higher Education in Turkey established a special coordination unit for the Syrian students and candidates. Since 2013, Turkish Ministry of National Education (MEB) has been developing related regulation for the integration of Syrian youth to the education system by extending initiatives for non-camp refugees in Turkey.

Most of the policies in **Turkey** for the refugees and migration are designed centrally but some of the local municipalities in Turkey also implements strategies and develop frameworks to encourage non-governmental organizations for taking further action. For instance, Konak Municipality of Izmir town in Turkey designed a “Refugee Assembly” under the structure of Konak City Council (Kent Konseyi).

If young migrants and refugees want to enter job market according to the current legal regime for work permits, there is no special treatment or guidance programme by the Ministry of Labour and Social Security in Turkey and they compete with the other migrant groups and Turkish peers for finding a proper job. There are some initiatives of the Ministry in collaboration with International Labour organization (ILO) as to develop vocational skills and employability of refugees.

In **Italy**, in 2010 integration policies has been summarised in ‘Plan for the Integration in a Security context’ (Piano per l’integrazione nella sicurezza) document that identify five main areas of intervention and propose guidelines, solutions and policies to be adopted for fostering integration of migrants in Italy¹⁷:

- 1) **Educational System:** Increasing of services that provide assistance, courses and training for learning Italian as second language and promoting the knowledge of the Italian culture;
- 2) **Labour Market:** Improving vocational training courses and recognition of previous qualifications in order to prepare migrants to an easier access to the labour market
- 3) **Housing:** Supporting migrants to have access to the housing/accommodation opportunities and avoiding the creation of ethnic ghettos in the main cities

¹⁷ www.mipex.eu/italy



- 4) **Social and Health:** Promoting and improving social and health services with the assistance of cultural mediators and training for the personnel working in social services and in the health sector
- 5) **Children and Second Generation Migrants:** Guarantee of the right to the education and services/projects addressed to the Unaccompanied Foreign Minors.

Regarding UFM, in March 2017 the Italian Parliament passed the new law for “Provision of Protection measures”, that is the first comprehensive act for unaccompanied minors in Italy. It provides a series of measures to protect refugee and migrant minors.

In **Greece**, the situation is different, mainly because the refugees see Greece as a transit country. Greece provides especially the following measures for integration: Health, Housing and Education.

As a part of the health services for refugees a vaccination program implemented in Greece, included inoculation for 10 diseases, with more than 30.000 vaccines provided. This vaccination program has been added to the existing coverage in source / origin-governed countries, which according to estimates by WHO-UNICEF is moderate to fairly good.

In terms of integration into education system migrants and refugee children of school-going age are attending Greek schools and they are provided with safe transportation from accommodation facilities to the nearest Greek schools and equipped with school kits including notebooks, pens, pencils and other necessary educational material.

However all partner countries are characterized by a strong integration debate, which is led by society as a whole and pursues heterogeneous approaches. Basic care, language courses, competence checks and recognition procedures are debates that are held "loudest". The acquisition of the national language, however, does not automatically lead to an integration or the possibility of an active participation. It is only one of many aspects that are crucial to the integration process. Many people with an immigration background are denied to access to further education, highly qualified workplaces and other resources that enable social advancement despite good language skills, according to the opinion of many experts.



2.7. Common Problems Faced By Young Migrants and Refugees in the Partner Countries

Even if the number and nationality of migrants and refugees differ in partner countries problems faced by young migrants and refugees are mostly in common nature.

The most important problem faced by young migrants and refugees in **Austria** is the **language barrier**, which is the main obstacle in integration. If one does not speak the language of the new home, an employment is hardly possible, according to the opinion of many experts. Another major problem is **unemployment**. The number of reported unemployed among the asylum seekers is growing steadily and does not appear to be stagnating in the future. Looking at the Austrian labour market, it appears that there is hardly any issue in the economy as controversial as the situation of people from abroad on the Austrian labour market. More and more refugees are looking for work and for people with a migrant background, unemployment increased by 9.5 per cent.

In **Italy** problems faced by young migrants and refugees are strictly related to the difficulties encountered in the development of the integration process and in particular in relation to the two main field of social integration which are **education and employment**. Statistics about education reveal a high rate of young migrants (and in general foreign-born people) that are early leavers from education and training. This situation creates risk of social exclusion and poverty for young people and young migrants.

In **Greece**, asylum seekers do not receive any special help and face serious difficulties in meeting their tax obligations which affects their ability to enjoy social rights such as access to welfare and **unemployment benefits**. Another problem faced by refugees are racism, racial discrimination, xenophobia, racist violence and related forms of **discrimination and intolerance**. Negative public attitude towards refugees and migrants leads to policies, restriction measures and detections, increases the risk of exploitation and abuse of these groups not only in official labour market but in “black market” as well and provokes disintegration, marginalization and exclusion of individuals from the local community while it contributes in the difficulty these people face in **accessing rights and services**.

In **Turkey** almost one-third of the Syrian refugees, which is around 1 million people, are between the ages of 18 and 30. Similarly Turkey also has a young population and after the work permit regulations for the foreigners under temporary protection, young refugees and young Turkish people became competitors in the same job market, in particular for some of the sectors with low qualified labour needs.

Furthermore **labour market integration** of young refugees and migrants is challenging since they mostly do not have approved vocational skills (with a diploma or certificate) or they have low level of education. The combination of these challenges with low level of Turkish **language competency** results in getting only lower wages in hard jobs or in unregistered jobs. **Undeclared work and employment** is another challenge for young refugees in Turkey. Another problem face by young refugees and migrants in Turkey is the **low education attainment** levels since many of them should work to provide their basic needs or to look after their families.

In general, it can be concluded that the following are the main problems in partner countries:

- ❖ **Problems in the field of education and employment (language problems, skills recognition and undeclared work)**
- ❖ **Problems with mutual integration (cultural differences, discrimination and social problems)**
- ❖ **Problems in the field of administration and basic care (access to the services and rights)**

It should also be noted that among the refugees in general, a proportionate number is not literate. Integrating these people into the labour market is the biggest challenge, according to the experts. While more and more refugees are looking for work, unemployment is increasing in almost all around the European Union, it is rising to a new record in all partner countries. A special factor are the refugees. The unemployment rate of persons with e.g. Afghan, Syrian nationality are so high, because the refugees do not live long in the new home country. According to the OECD, most asylum seekers need an average of five to six years to integrate into the labour market.

After the economic crisis, in all of the European countries, the unemployment rate increased with more consequences for young people. In general, the crisis brought to a high reduction of youth hiring and changes in the quality of the kind of contracts (more part time and temporary contracts).

Statistics about education reveal a high rate of young migrants (and in general foreign-born people) that are early leavers from education and training. These data have important implications in term of risk of social exclusion and poverty for young people and young migrants.

Labour market integration is one of the most important tool for young migrant to be integrated to the host society. However, their labour market integration is challenging since they mostly do not have approved vocational skills (with a diploma or certificate) or they have low level of education. The



combination of these challenges with low level of language competency results in getting only lower wages in hard jobs or working in unregistered jobs.

Another problem faced by migrants and refugees is racism, xenophobia and the debate of cultural differences in general. The incidents of racism, racial discrimination, xenophobia, racist violence and related forms of discrimination and intolerance contribute in establishing a situation where the integration of asylum seekers and refugees is often jeopardized.

Furthermore, the large number of unaccompanied foreign minors poses a particular challenge to the system of reception and integration. Youth workers and social educators working with UMR/UFM¹⁸ in the reception centres (residential services and communities) deal with young people facing with post-traumatic stress disorders and other behaviour problems caused by traumatic events they have experienced before the arrival. In their integration and social inclusion pathways, the UMR/UFM have to be supported by experts and professionals such as social educators, youth workers, psychologists and cultural mediators trained for this purpose and with specific knowledge and skills.

¹⁸ UMR=Unaccompanied Minors Refugees/ UFM= Unaccompanied Foreign Minors

3. GENERAL CONCLUSIONS

Youth work describes a very wide and varied spectrum of social work fields and is intended as a non-formal learning process aiming at developing young people in terms of their citizenship, their integration in civil society and increasing solidarity among generations.

In general, there is no uniform conceptual definition in all partner countries, which is why the concept of youth is taken according to its use.

All the laws dealing with this issue, both at international and regional level, have different concepts of what “young people” are. There are no uniform national laws regarding the definition of youth work and standards for youth worker and consequently there is no common agreed definition and translation of the term youth work used by public authorities and NGOs.

The term "youth worker" usually is a synonym for all people who work professionally and semi-professionally in the social field and work with the target group children and young people up to the age of 30. The training standards are assigned to the performance to be offered and are thus less subject to an explicit professional profile, especially in Austria and Italy.

In general, there is no specific qualification requirements or restrictions to be a “youth worker”. But in Austria the level of education is linked to the performance regulation and in Italy it is linked to the type of youth care setting: if it’s residential care youth workers must have a qualification while for non-residential care it’s not necessary.

Youth workers come from diverse backgrounds. The majority of youth workers with a bachelor or master degree has the same academic background in Pedagogy/Educational Science, Psychology and Sociology.

In general, there is no vocational or educational training in all of the partner countries specialized on youth working. “Youth worker” are commonly trained through short courses or through the learning-by-doing process. However, there is a wide variety of training and further training opportunities for "youth workers". The training offers are very heterogeneous and include different subject areas. The



courses range from asylum basic knowledge to competence development in educational questions and are based on a practical approach. In summary, the courses include the following topics: Legal foundations (Asylum and Refugee Policy), Pedagogy (Team building, cultural mediation, leisure education), Psychosocial aspects (Trauma and work with traumatized people, violence) and Intercultural studies. In short, the training possibilities are wide, but not standardized.

Working with migrants has been nothing new in all of the project partners, but has gained a new dimension due to the strong refugee movement since the beginning of the Syrian Civil War 2011. Alternative **solutions** are therefore necessary to enable integration.

The youth work for migrants and refugees can be clustered in two different groups. The first group of supports include actions towards providing basic needs of the refugees such as food and housing. The second group of initiatives include support mechanisms for the integration of refugees by providing consultancy, education and training.

NEED
ANALYSIS
SURVEY

4. NEED ANALYSIS SURVEY

The survey research process within the REACH OUT project took place between January 2017 and March 2017. In all partner countries, a total of 130 people agreed to participate in the progress and were surveyed during this period. Within the survey, it was very important to reach people from different areas in the support of young refugees and migrants. We have put emphasis on a diversification:

- **Geographical level:** rural and urban areas
- **Service level:** vocational education training, family and youth work, residential communities for unaccompanied minor refugees, social space services
- **Target group level:** trainers, social workers, youth workers, branch managers, counsellors, coaches, volunteers

The survey process was realized in Greece (Thessaloniki), Austria (Graz), Italy (Florence) and Turkey (by three Turkish partners in Izmir and Istanbul).

Surveys were conducted via face-to-face interviews; in some cases, the questionnaires were sent via e-mail or left at the locations of the participants for later collection.

The summary results reflect the individual results from the countries. However, the sampling of the survey participants does not represent the whole of the partner countries.

The following graphs show, both the respective percentage as well as the number of persons. The graphics also show the respective answer choices of the questions. Mainly closed questions were used to achieve a more concrete evaluation result. However, in order to gain more in-depth information on certain issues, open questions were used. The results of the open questions were summarized or listed in groups.

Survey aimed to:

- Identifying the general training needs of the youth workers
- Identifying the specific training needs (knowledge, skills and competences) of youth workers in terms of reaching out to young migrants and refugees.



The survey questionnaire aimed to reach youth and social workers dealing with young migrants and refugees (14-30 years of age – EU-level).

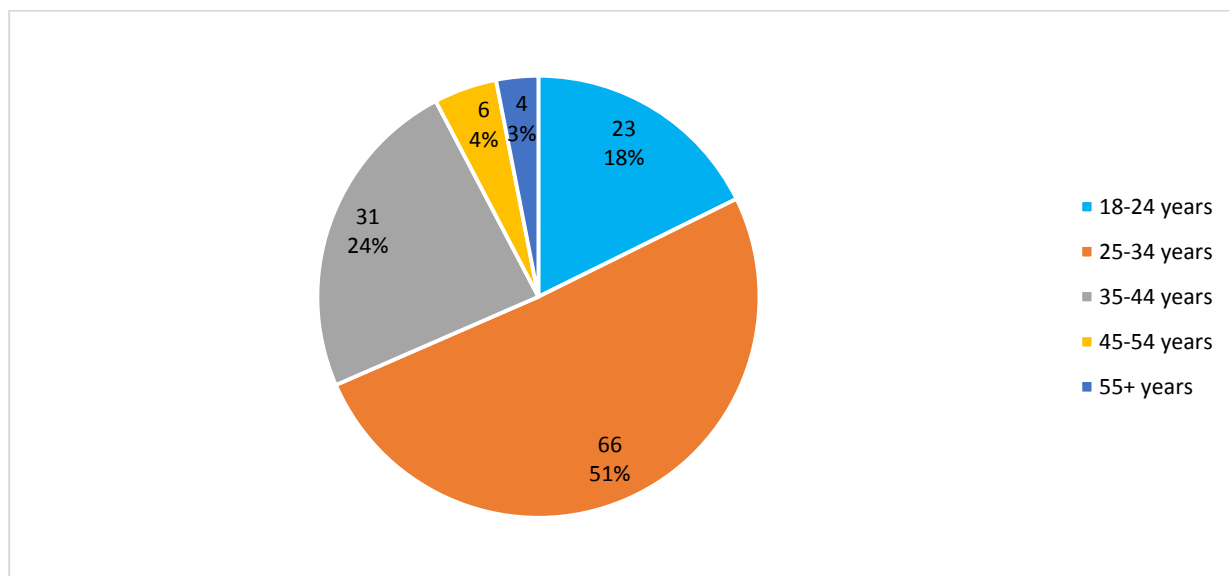
The aim of this survey is to collect data for the development of a training curriculum that can help youth workers gain necessary knowledge and skills specifically related to the unique needs, challenges and strengths of immigrant youth.

The following sections summarize the findings of the need analysis survey conducted in partner countries and offer a snapshot of the training needs of the youth workers in terms of reaching out to young migrants and refugees.

Personal and professional background of the respondents

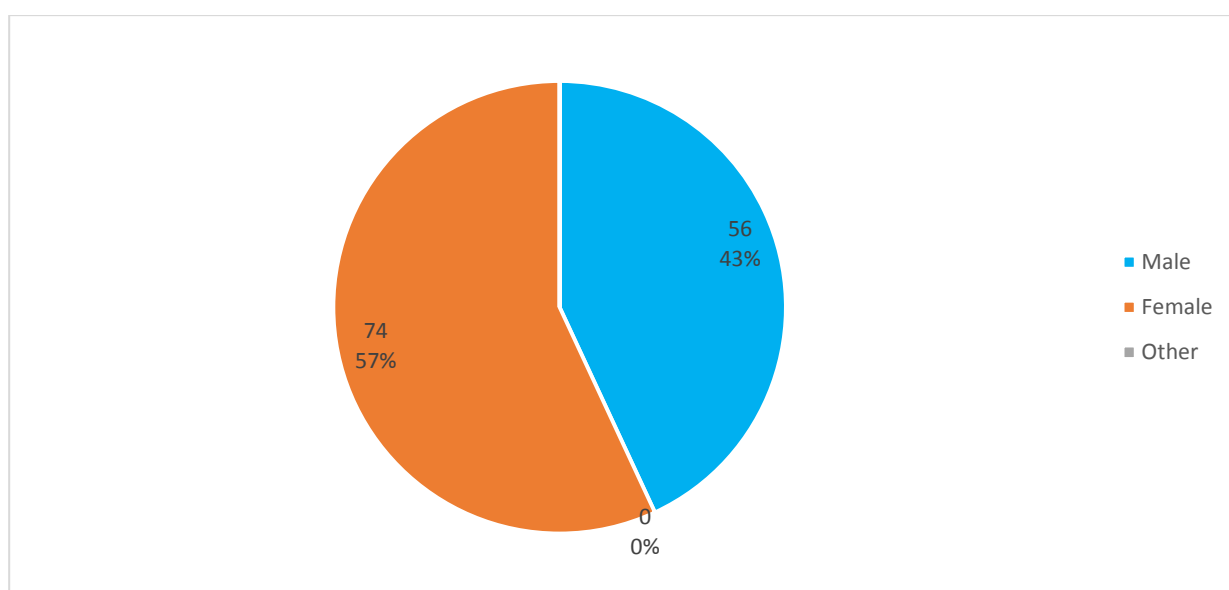
Age:

More than half of the survey participants (51%) were in age range of 25-34 years, followed by participants between 35-44 years (24%). 18% were between 18-24 years. There were only 7% of respondents within the survey were in the age group of 45-54 years and 55+ years.



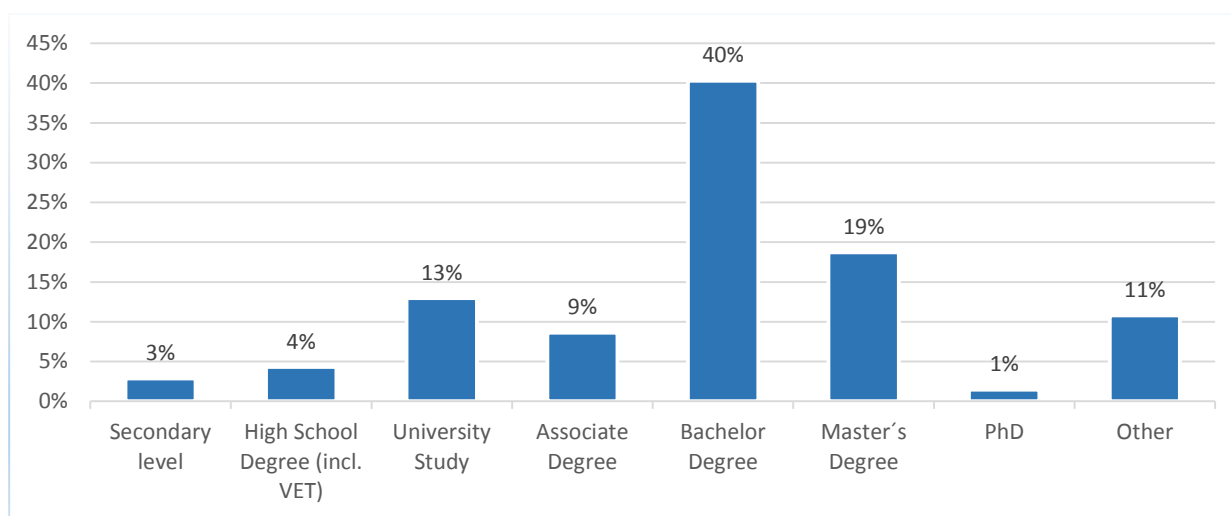
Gender:

Our sample shows that a larger proportion of respondents were female (57%) while 43% of the participants were male. This gender distribution is in correlation with the general situation which majority of the people works in the social areas are women in all of the partner countries.



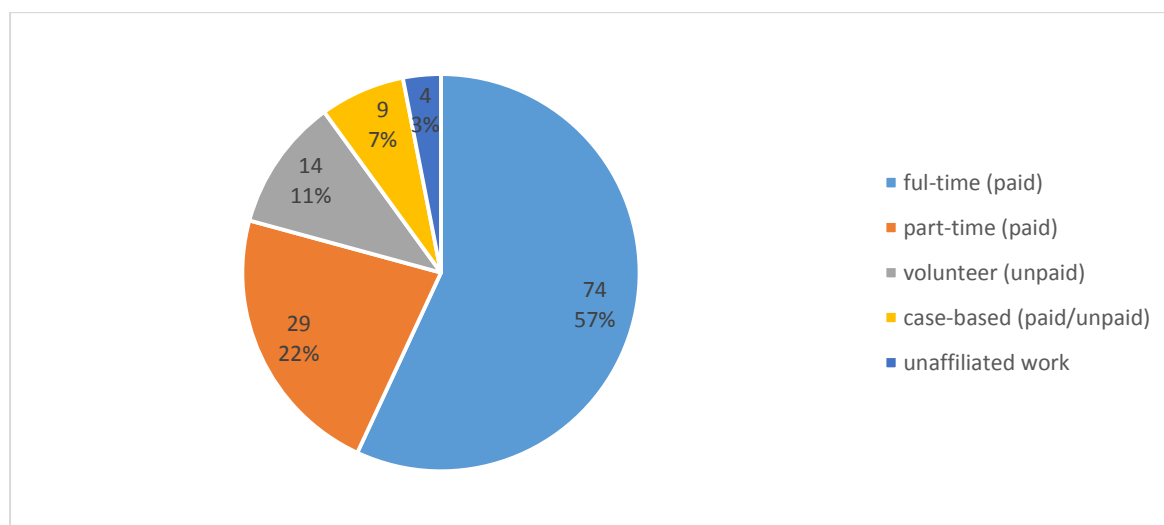
Educational background:

The majority of participants (40%) have a bachelor degree and many of them (19%) have a Master’s degree. Other 13% have a university degree in general (meaning they have attended university before the introduction of the Bologna process that distinguishes between Bachelor and Master’s degree) and 1% has a PhD degree. 9% is the percentage of participants who has an associate degree and 11% of all participants stated to have also some other kind of qualification. Only 7% of the survey participants have a lower level of education than a high school degree.



Working status:

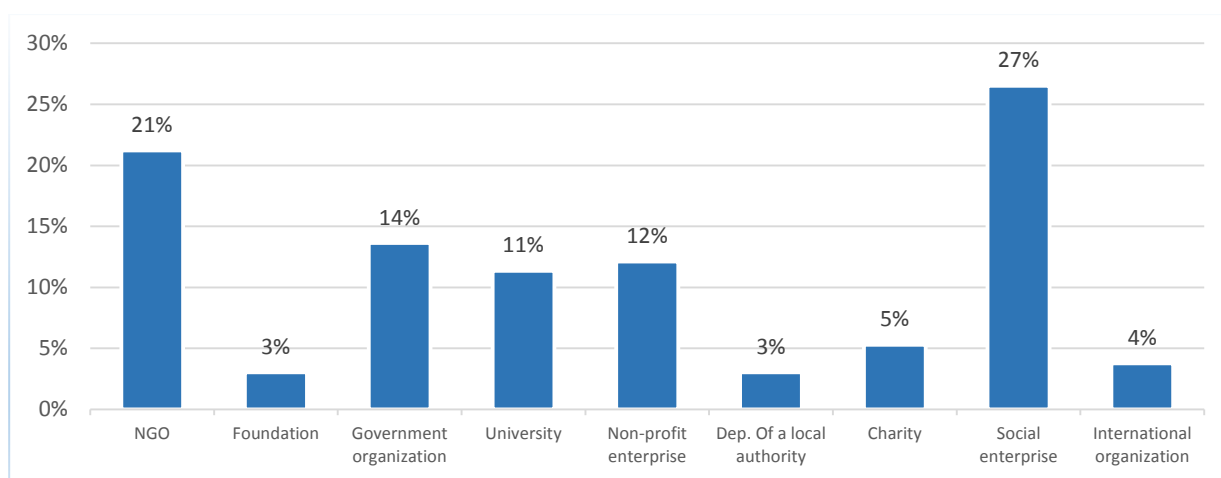
The majority of the survey participants (57%) work in full-time (paid) status. 22% has a part-time (paid) status. Moreover, 11% of the participants work as (unpaid) volunteers (especially in Greece (In the age group 45-54 years and 55+ years) and Turkey (35%); 21% are volunteers or case-based staff). Only 3% do unaffiliated work.



Organizational affiliation:

Distribution of organizational affiliation of survey participants shows that 27% of participants have affiliation with a social enterprise [especially in Austria (69%) and Italy (67%)], 21% of participants have affiliation with an NGO and 14% of participants have affiliation with a government organization (30% of survey participants in Turkey work at governmental organizations).

12% of the survey participants work at a social enterprise and further 11% work at the university. The sample includes also people who work at a foundation, at an international organization, at the department of a local authority or at charity, all of them representing the 15% of participants.

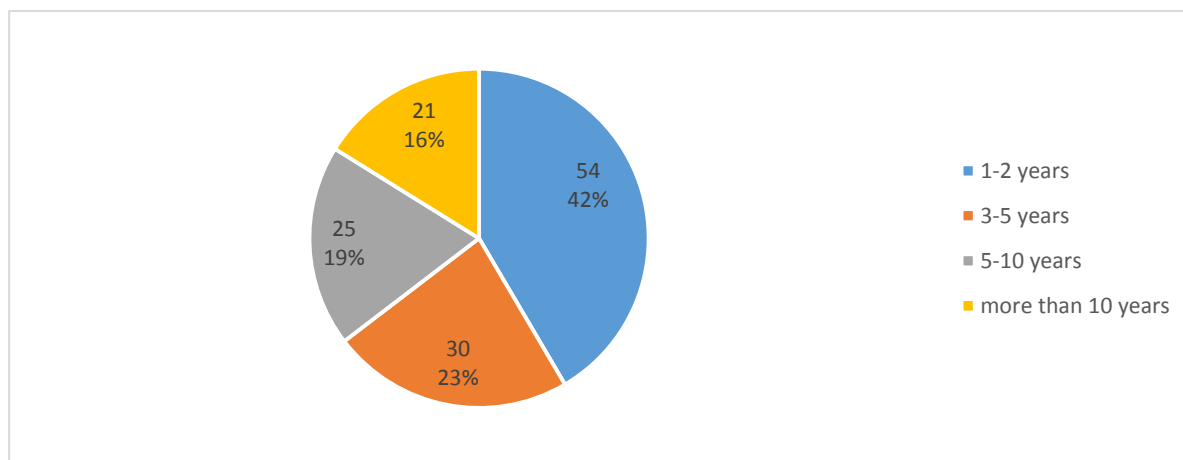


Years of experience in youth work:

All of the respondents have some experience in youth work, however the majority (42%) has not been active in this area for a long time (1-2 years). In Austria 31%, in Greece 65%, in Italy 29% and in Turkey 43% of survey participants have experience in youth work only 1-2 years.

23% have 3 to 5 years of experience, 19% have 5 to 10 years of experience and only 16% have more than 10 years of experience in youth work.

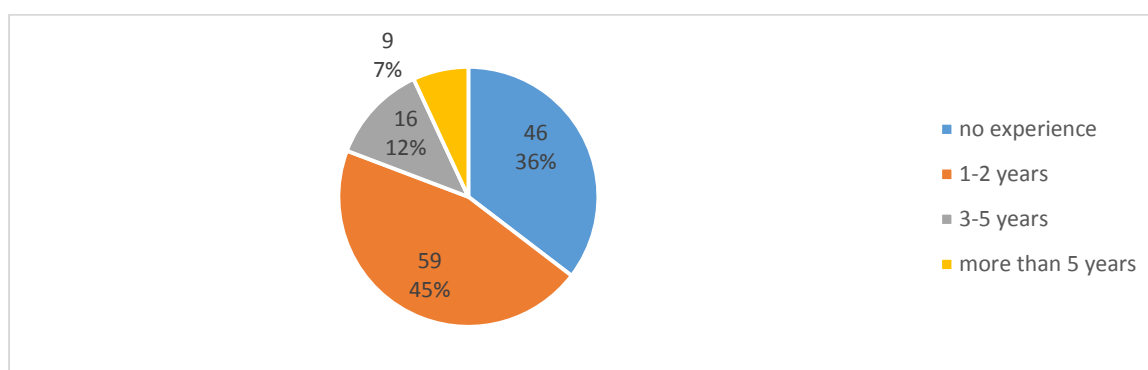
These results are in correlation with the age distribution, which shows that the majority of the survey participants are (51%) 25-34 years old.



Years of experience in working with migrants and refugees:

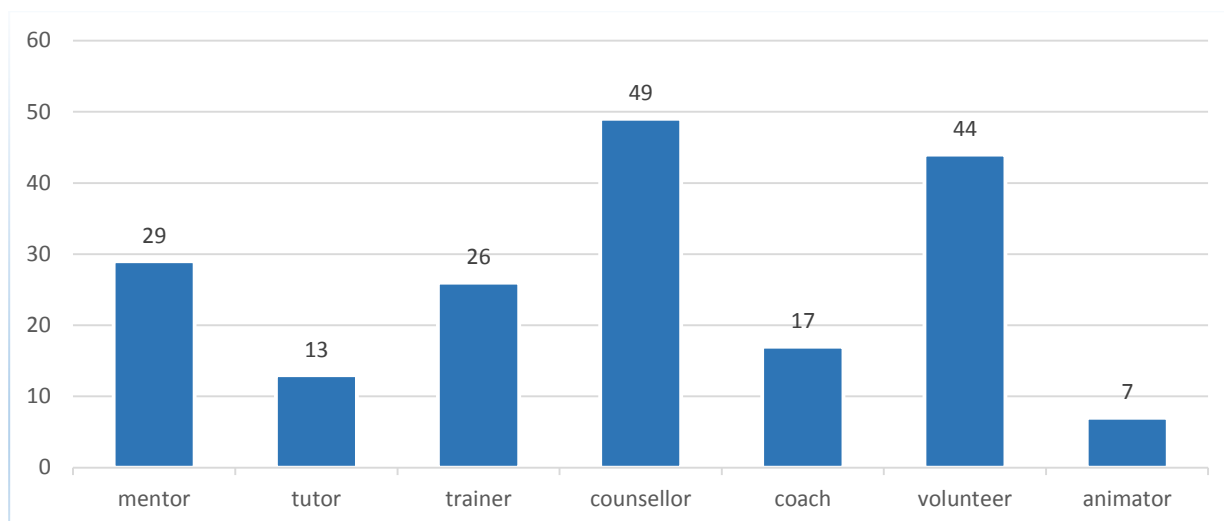
Results of the survey shows that while 36% of the participants (Austria 24% | Italy 19% | Turkey 58% | Greece 0%) have no experience in working with migrants and refugees only 7% have more than 5 years of experience in working with migrants and refugees. 59 Participants (45%) said they have 1-2 years of experience in working with migrants and refugees (Greece 98% | Italy 57% | Turkey 28% | Austria 38%). While the remaining 16 participants (12%) has been working in the field for 3-5 years. Higher percentage in Greece is due to the fact that all survey participants in Greece were working at the local refugee camp at the time of the survey.

These results are in correlation with the previous question about the years of experience in youth work where majority of the participants have only 1 to 2 years of experience in youth work.



Types of service (expertise) provided by the participants:

In the chart below the percentages are not included, as participants could select more than one answer. It can be seen that the majority of participants indicated to work as counsellors (49 people) and/or volunteers (44 people). But many of them also work as mentors and/or are trainers and coaches and/or tutors.



Have participants had a special specific training related with refugees and migrants?

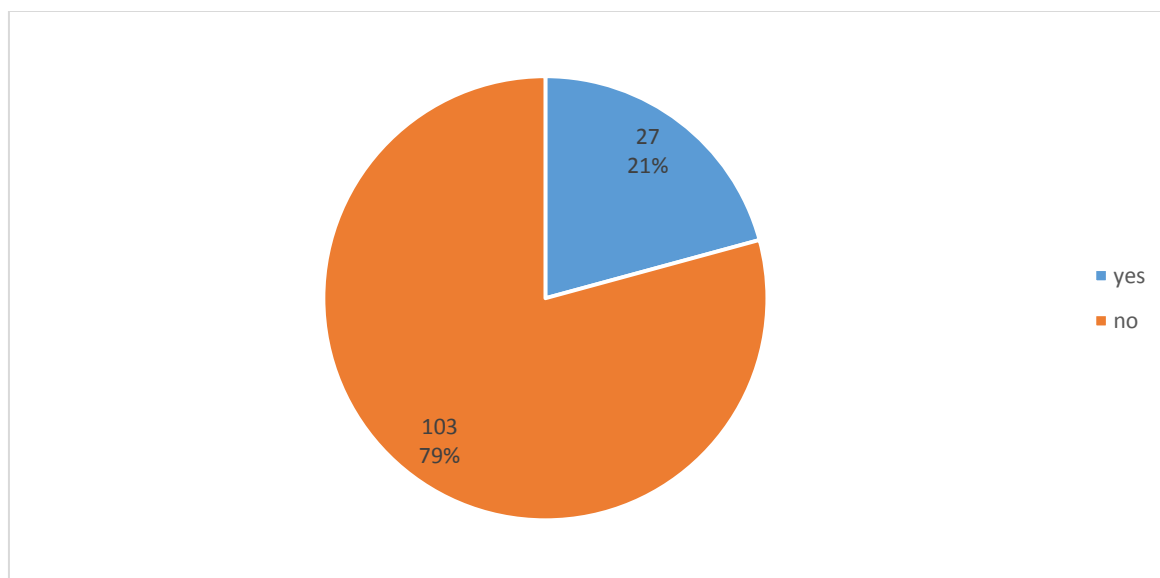
The big majority of participants (79%) indicated to have **no specific training** related to the target group of refugees and migrants (Austria 93% | Turkey 82% | Italy 71% | Greece 60%). Only 21% (27 out of 130 participants) have participated in a special training.

The participants have attended seminars and trainings in various subject areas.

Trainings were in the following fields:

- Social inclusion and cultural diversity training
- Linguistic and cultural mediation
- Protection training
- Asylum aid and refugee women trainings
- Safe area standards
- Training courses provided by UNHCR and Save the Children
- Training on how to approach the target group
- Practical training on legal aspects and procedures
- UNICEF - Leadership Training for Youth Workers
- UNICEF - Child Protection Training in Emergency Situations
- UNICEF - Early Childhood Intervention Trainer Training
- IMC - Mental Health Assessment Training for Social Work
- UNHCR - Training in Protection Mechanisms
- The integration of migrants into education

Some participants have completed a specific lecture “Intercultural Competence” as part of their university study. But in summary, most of the participants have had **no specific training related to the reaching out to target group of young migrants and refugees**.



Have participants ever worked with/and for young migrants and refugees?

Compared to the fact that most of the respondents do not have special training in dealing with young refugees, the number of people who have worked with refugees and migrants is high: 64% of the participants.

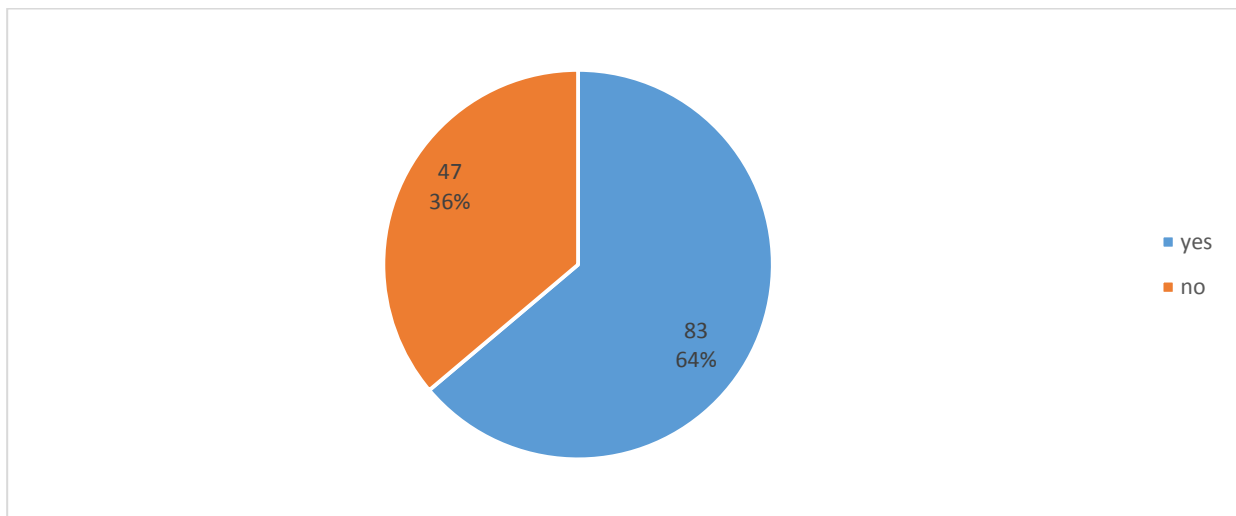
36% (47 people) stated to have no work experience within the target group of migrants and refugees (Turkey 62% | Austria 20% | Italy 19% | Greece 0%).

In **Turkey** 37 out of 60 survey participants have indicated that they do not have any experience in working with/for young migrant and refugees. This lack of experience in Turkey might be due to both survey participants’ relatively young age and also having less years of experience in the sector. In **Greece**, all participants indicated that they have previous experience in working with/for young migrants and refugees. This was because of the fact that the questionnaire was sent out individually to youth workers of the NGOs working with/for refugees, because they were the only ones that could be approached. Moreover, a team of volunteers, who are experienced in working with young refugees, have been interviewed in Greece.

Participants with experience detailed their experience as follows:

- Volunteer work
- Counselling and case management for immigrants
- Care in a private accommodation for young refugees
- Support in the framework as a flexible aid for young people
- Language course for migrants and refugees
- Labour market integration of young migrants
- Support in everyday life affairs

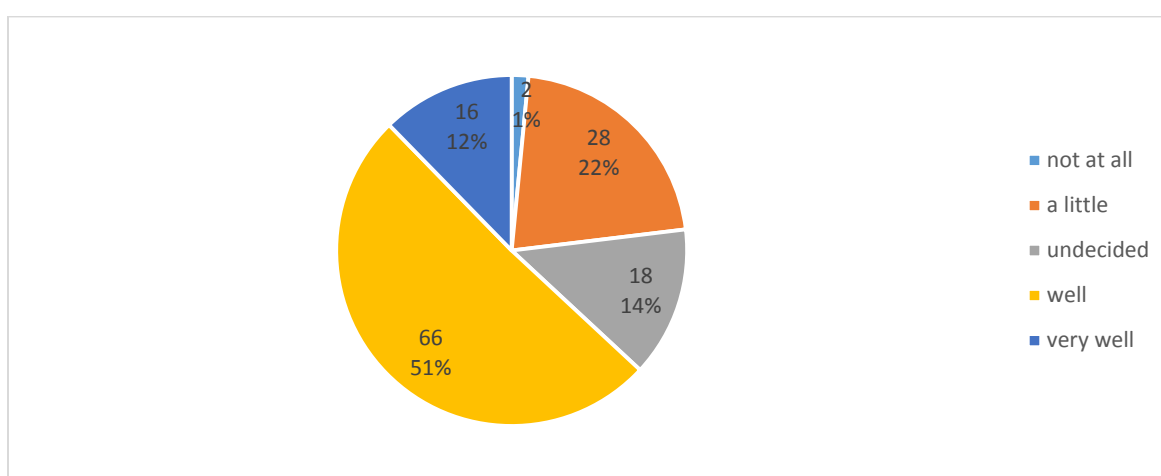
- Educator at a family-type community that offered accommodation for young migrant mothers (and their kids) looking for a job.
- Tutor at VET trainings and educator in a reception centre for migrants
- Transfer of refugees
- Help and support in homework /studies
- Guidance regarding the management of personal issues.
- Assistance in the organizational issues
- Cultural mediator
- Reception centre for unaccompanied foreign minors



SURVEY RESULTS

1. Knowledge about the basic terminology related with the migration, refugees and youth work

The majority of participants stated to have a quite well (51%) or very well (12%) knowledge about the terminology related to migration, refugees and youth work (Greece 75% | Italy 67% | Austria 66% | Turkey 59%), however 14% were undecided and further 22% has just a little knowledge concerning the theme. The survey shows that only 1% know nothing at all. In **total 37% of participants either undecided or just have little or no knowledge about the basic terminology related with the migration, refugees and youth work.**



2. Knowledge about the legal status and rights of the migrants and refugees in their countries

In total, **half of the participants have either just a little knowledge (25%), undecided (20%) or no knowledge (5%) about the legal status and rights of migrants and refugees;** while 41% of participants indicated they have well or very well (9%) knowledge about the legal status and rights of migrants and refugees.

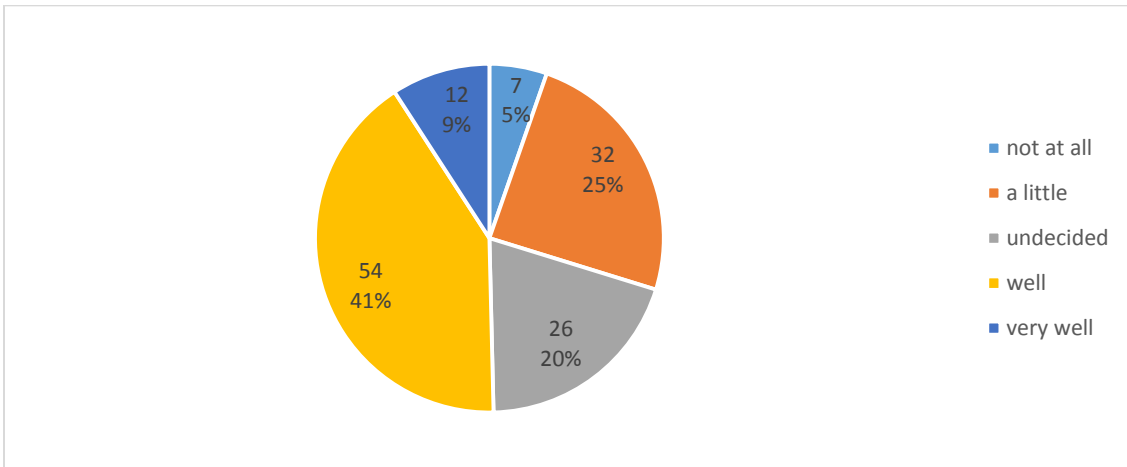
Country-specific results:

Austria: 28% well | 30% a little | 28% undecided

Greece: 45% well | rest is balanced

Italy: 48% well | 24% a little | 28% undecided

Turkey: 45% well | 20% a little | rest is balanced



3. Knowledge about the available services for young migrants and refugees

The answers about knowledge regarding available services for young migrants and refugees showed that in total **more than half of the survey participants (51%) have either have only basic knowledge (26%), undecided (18%) or have no knowledge at all (7%)**. Meanwhile (41%) said they know available services well or very well (8%).

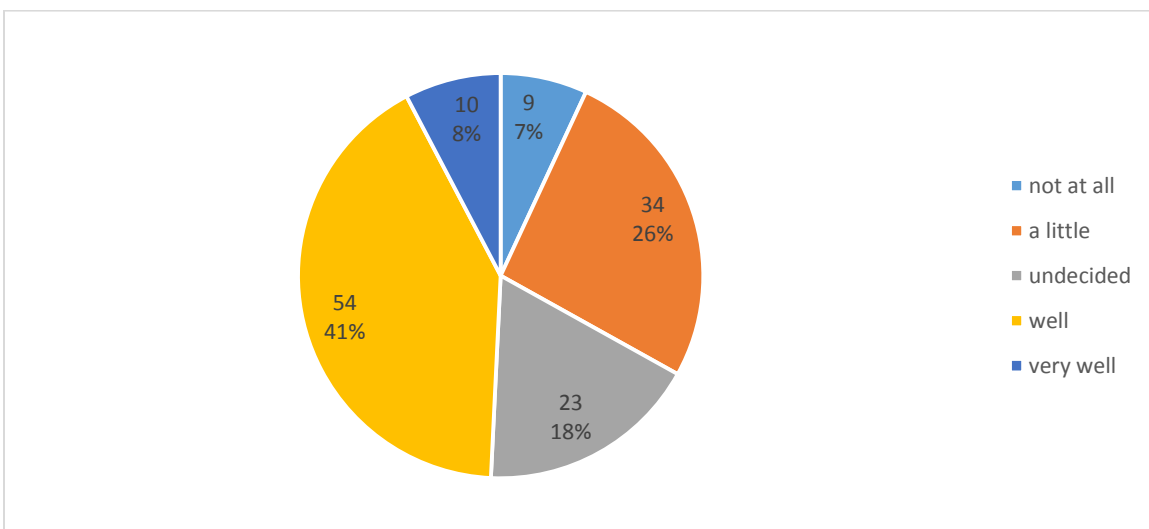
Country-specific results:

Austria: 31% well | 41% a little

Greece: 45% well | 30% a little

Italy: 48% well | 33% undecided

Turkey: 43% well | 40% a little and undecided total



4. The awareness of the related actors and stakeholders in the field

Total of 49% of participants (8% = very well, 41% = well) indicated to be aware of the related actors and stakeholders in the field, but 18% again were undecided and 23% said to have a little information about the related actors and stakeholders in this field. 10% stated to have no knowledge at all. This means that the **majority of the participants (51%) do not have enough knowledge** in respect to the awareness of the related actors and stakeholders in the field.

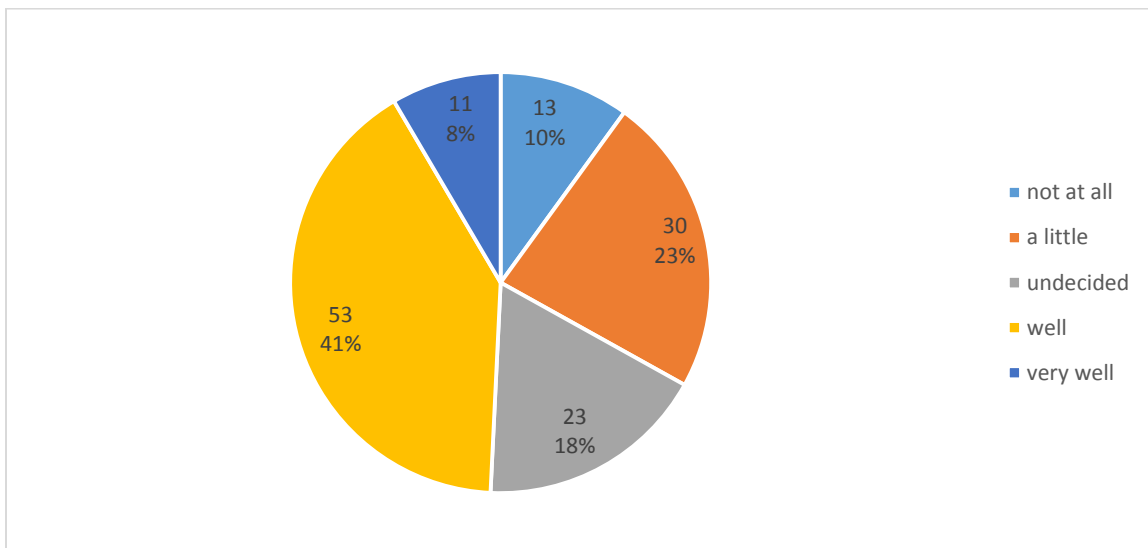
Country-specific evaluation:

Austria: 34% well | 45% a little

Greece: 40% well | 25% a little

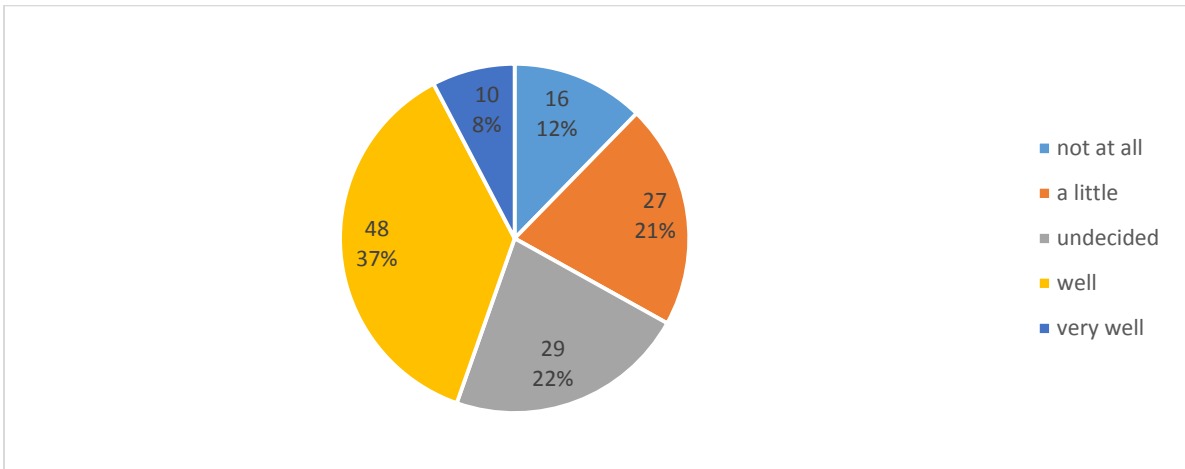
Italy: 48% well | 33% undecided

Turkey: 41,7% well | rest is balanced



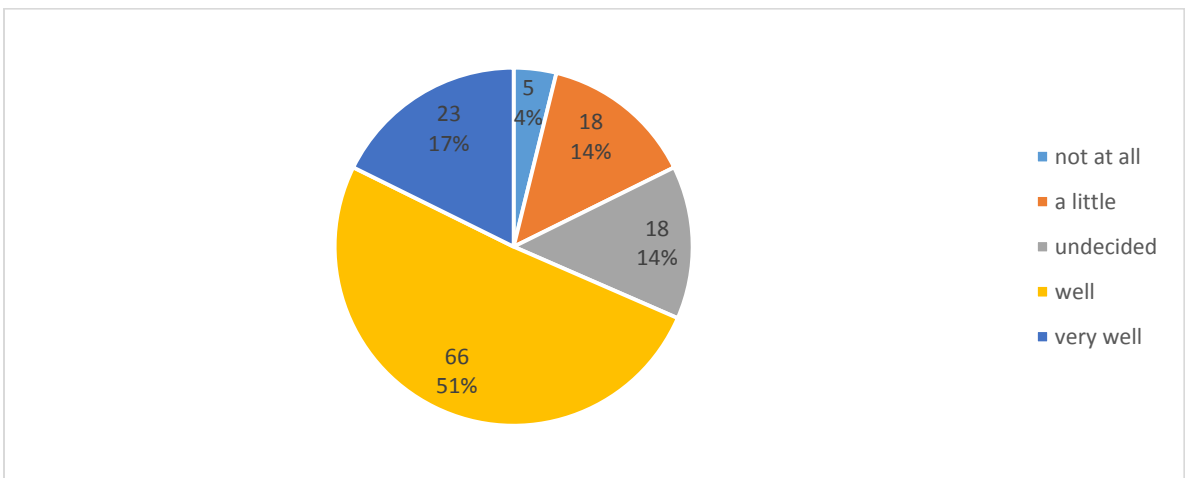
5. Knowledge about how to deal with young migrants and refugees with trauma

The answers related with the issue of dealing with young migrants and refugees who had trauma experience show that while 37% of the participants well and 8% very well informed about this issue, a total of **55% either not so sure about it (22%), or have just a little knowledge (21%) or have no knowledge in (12%) regarding how to deal with young migrants and refugees with trauma.**



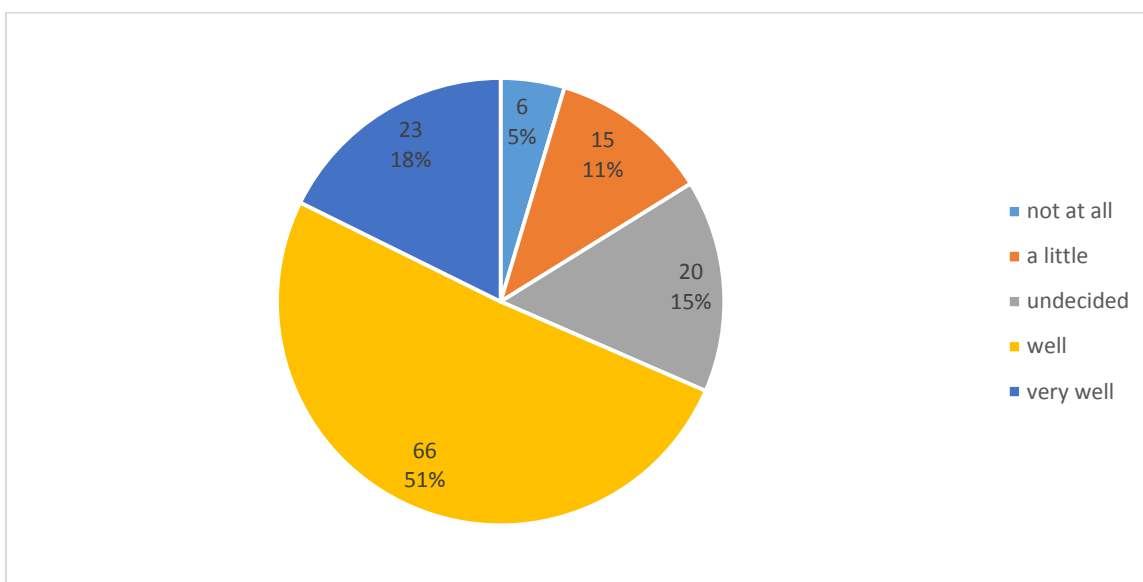
6. The knowledge about how to manage emotions while dealing with trauma

The majority of the participants stated to have knowledge about how to manage emotions while dealing with trauma: 17% very well and 51% well (Austria 62% | Greece 60% | Italy 52% | Turkey 42%). There are in total 32 % of participants stated to be undecided (14%), have little experience (14%) or 4% do not have any knowledge in this matter.



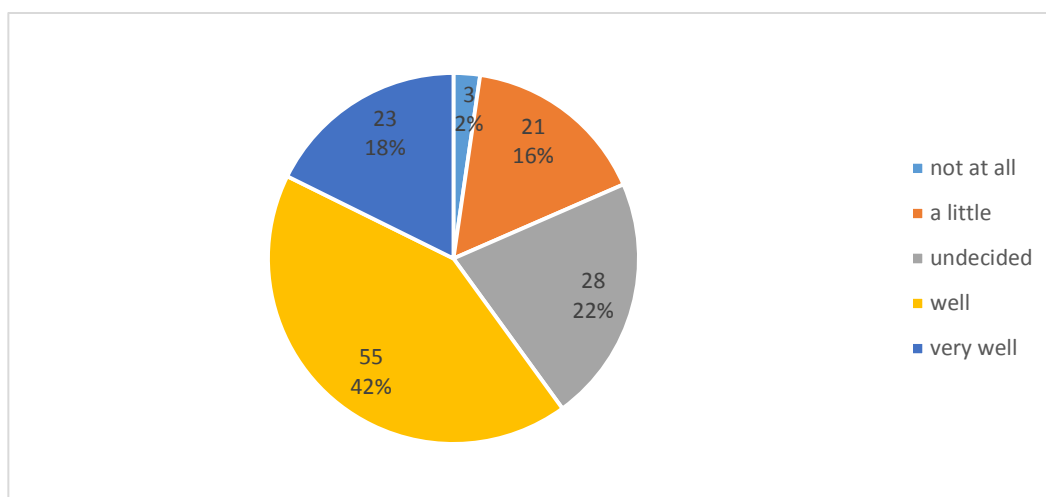
7. The knowledge about how to build up trust in target group

The survey results showed that while 51% of the participants knows well and 18% knows very well (Austria 69% | Italy 62% | Greece 45% | Turkey 40%) about how to build up trust a considerable number of people in total (31%) has a little or no knowledge or undecided about the issue.



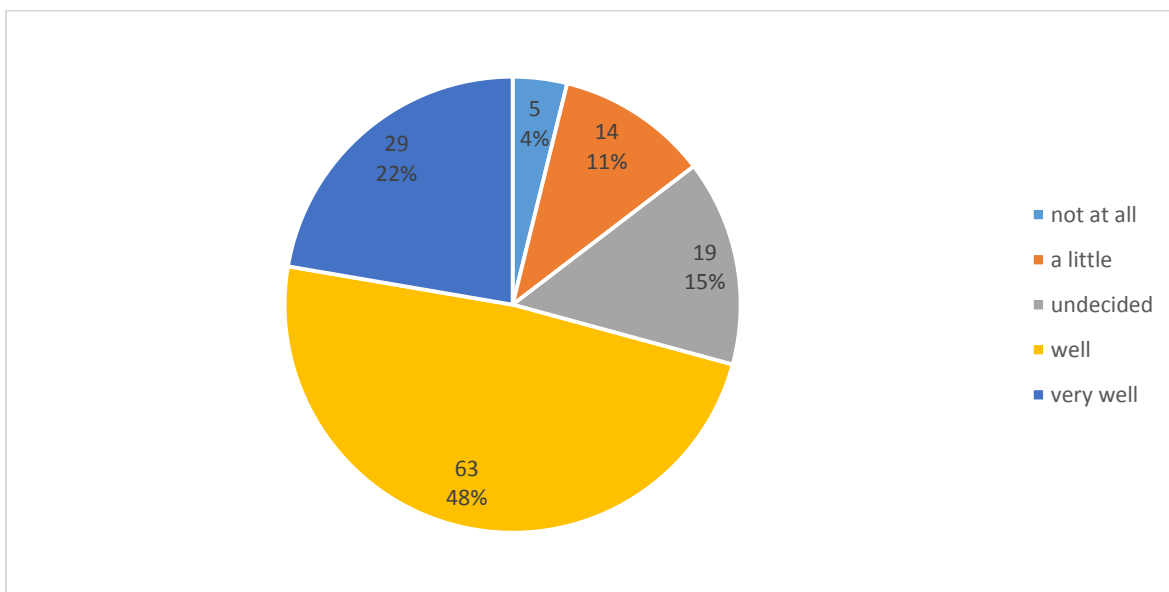
8. The knowledge about how to distinguish the characteristics of the different groups

Many of the participants stated to know quite well how to distinguish the characteristics of the different groups. This is underlined by the fact that 18% believe to have a very high knowledge and other 42% have good knowledge about the issue. At the same time 22% are undecided and further 16% has just a little knowledge in this field. 2% do not have any knowledge in this matter. This means that **40% of the survey participants has little or no knowledge or is undecided** about how to distinguish the characteristics of the different groups.



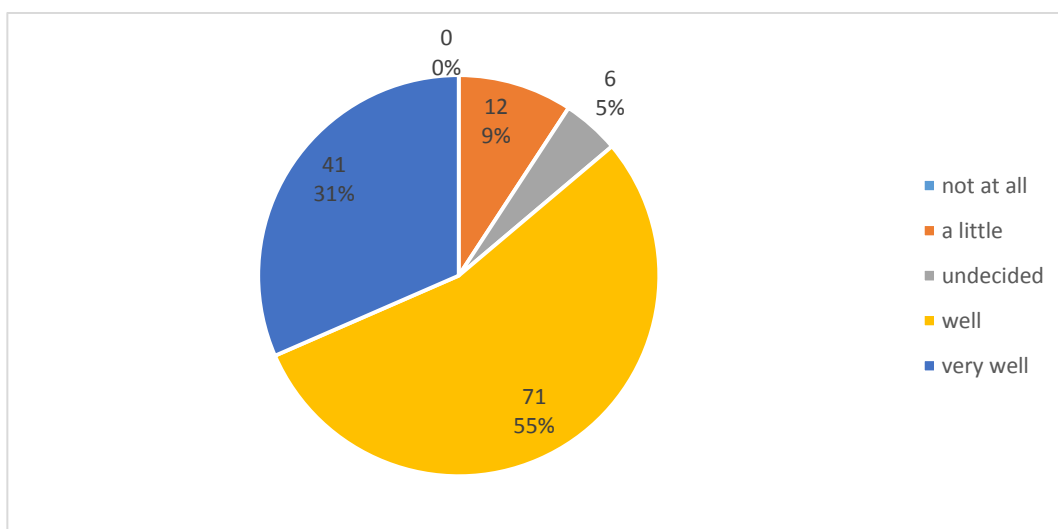
9. The knowledge about how to communicate with people from different cultures and groups

Majority of the participants (70%) indicated that they know “well” and “very well” about how to communicate with people from different cultures and groups (Italy 91% | Greece 85% | Turkey 55% | Austria 41%). But, at the same time 15% of the participants are not sure (especially in Austria) if they know how to communicate and further 14% have just a little awareness or no knowledge (4%).



10. The knowledge about how to communicate with people of different ages

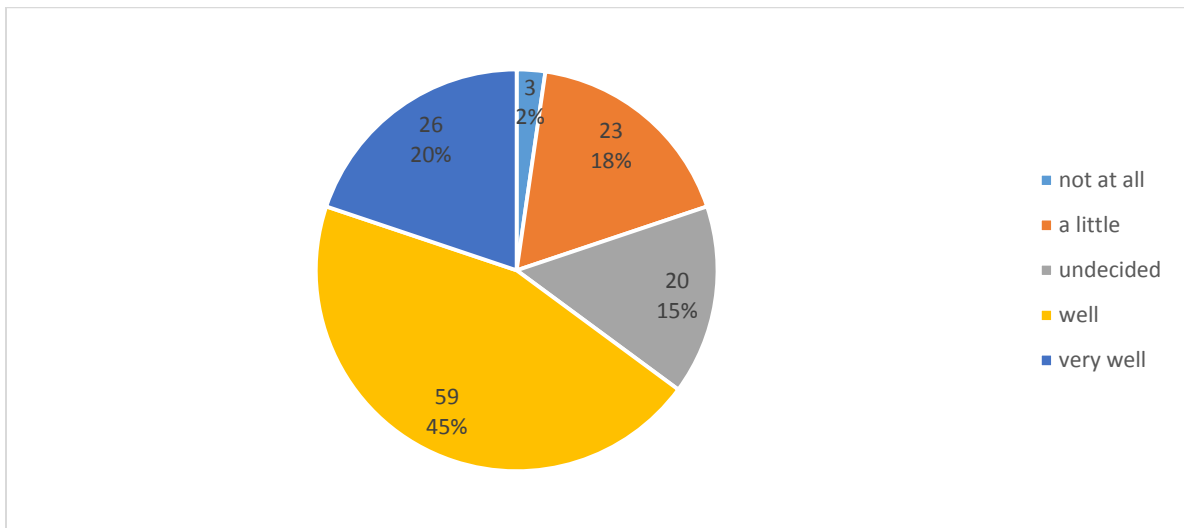
The big majority of participants declared to have a very good (31%) or good (55%) knowledge on how to communicate with people of different ages (Turkey 92% | Italy 91% | Austria 90% | Greece 85%). Only 9% respondents stated to have relatively little knowledge. 5% are not so sure about it.



11. The knowledge about how to communicate with people non-verbally (without using their languages)

Another important issue to work with young migrants and refugees is non-verbal communication. This survey shows that 65% of the participants know how to communicate non-verbally. 15% of the participants are not sure if they can communicate (especially in Greece - 30% are undecided) without talking in their language and further 18% were the opinion to know just a little about it (21,7% in Turkey). 2% have no experience in this matter.

Once again, it appears that **a high number of participants (35%) stated to have not enough knowledge about how to communicate with people without using their languages.**



12. The knowledge about how to manage conflict while working with young migrants and refugees

The **majority of participants don't have the necessary knowledge about how to manage conflict while working with young migrants and refugees** (total 56%): 27% are undecided, while the 19% has just a little knowledge and 10% have no knowledge. On the other hand 37% stated that they know quite well and only 7% said they know very well how to deal with this issue.

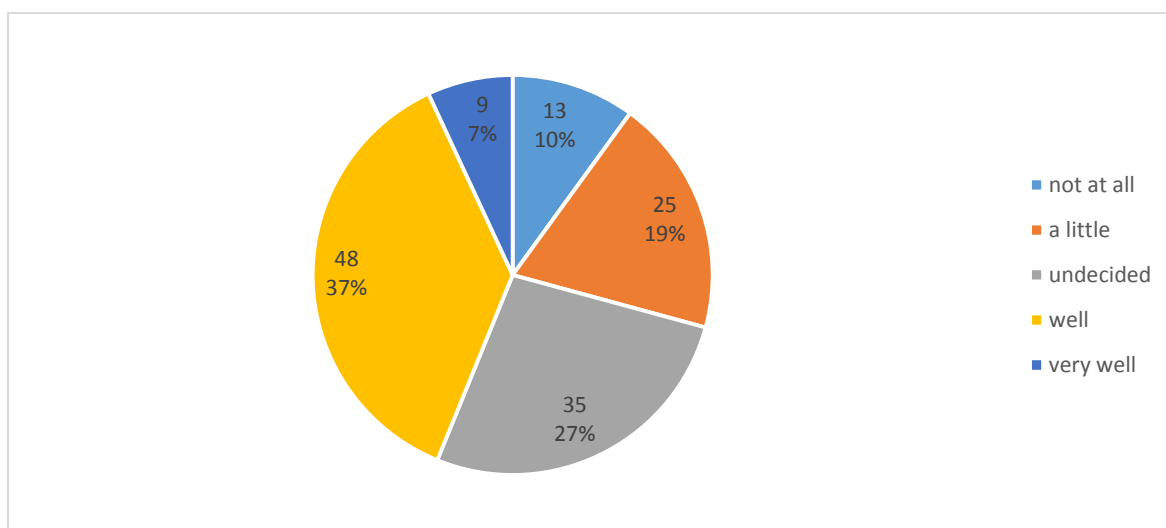
Country-specific evaluation:

Austria: 62% little knowledge or undecided

Greece: 45% good knowledge | 35% are not sure

Italy: 66% good knowledge | 24% undecided

Turkey: 31% good knowledge | 23% little knowledge or undecided | 13,3% no knowledge



13. The knowledge about how to assess the needs of the young migrants and refugees

Also in this question, **the majority of participants stated not to have the necessary knowledge about how to assess the needs of young migrants and refugees**: 22% are undecided, 21% have just a little knowledge, while 8% do not have any knowledge.

41% declared to have good knowledge how to assess the needs of young migrants or refugees and 8% said they know “very well”.

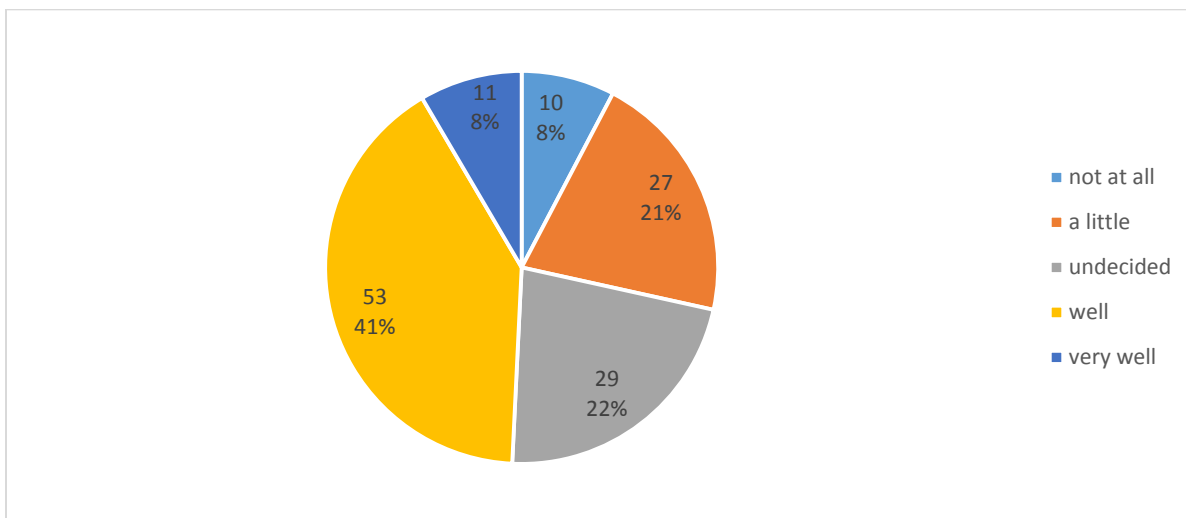
Country-specific evaluation:

Austria: 69% little knowledge or undecided

Greece: 25% undecided | 70% good/very good knowledge

Italy: 33% undecided | 62% good knowledge

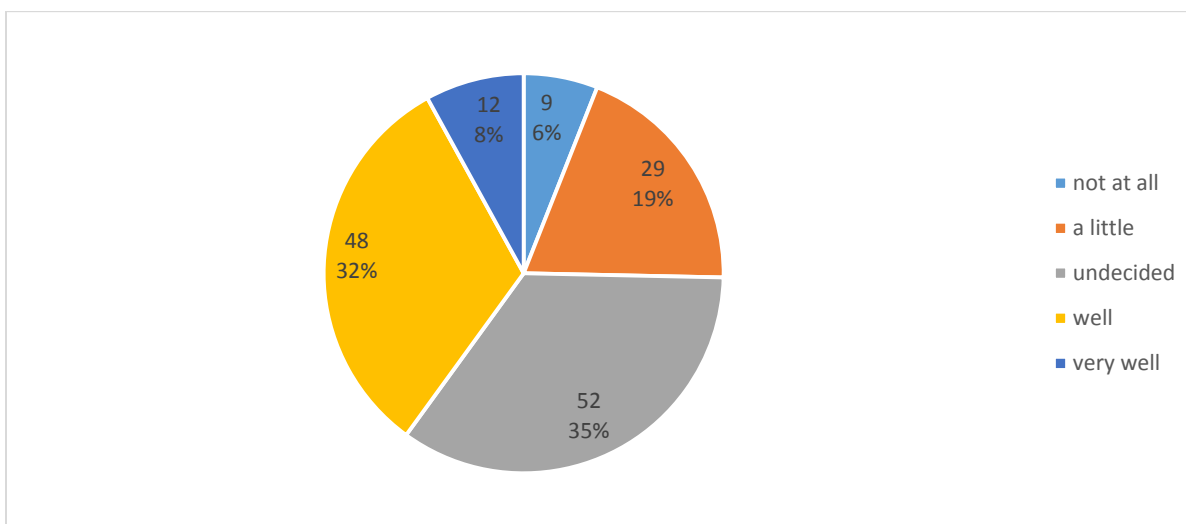
Turkey: 37% little knowledge or undecided | 10% no knowledge | 53% very good/good knowledge



14. The knowledge about how to help young migrants and refugees to integrate into society

The survey results show that **the majority of the survey participants (total 60%) either undecided (35%), or know just a little (19%) or has no knowledge (6%) about how to help young migrants and refugees to integrate into society.** (Austria 55% undecided/little knowledge | Greece 45% undecided/little knowledge| Italy 52% undecided/little knowledge | Turkey 52% undecided/little knowledge/nothing).

On the other hand only 8% has very good knowledge regarding how to help young migrants and refugees to integrate into society, and 32% stated to have a good knowledge on this topic (Greece 44% | 48% Turkey).



15. The knowledge about how to develop a plan/process/program/initiative to address the problems of the young migrants and refugees

Similar to previous question **a large majority (61%) either “undecided” (26%) or know “nothing at all” (12%) or has “a little” knowledge (23%) regarding how to develop a plan/ process/ program/ initiative to address the problems of the young migrants and refugees.**

On the other hand 33% of the participants said they know “well”; and only 6% of the participants stated know “very well” about how to develop a plan, process, program or initiative to address the problems of young migrants and refugees.

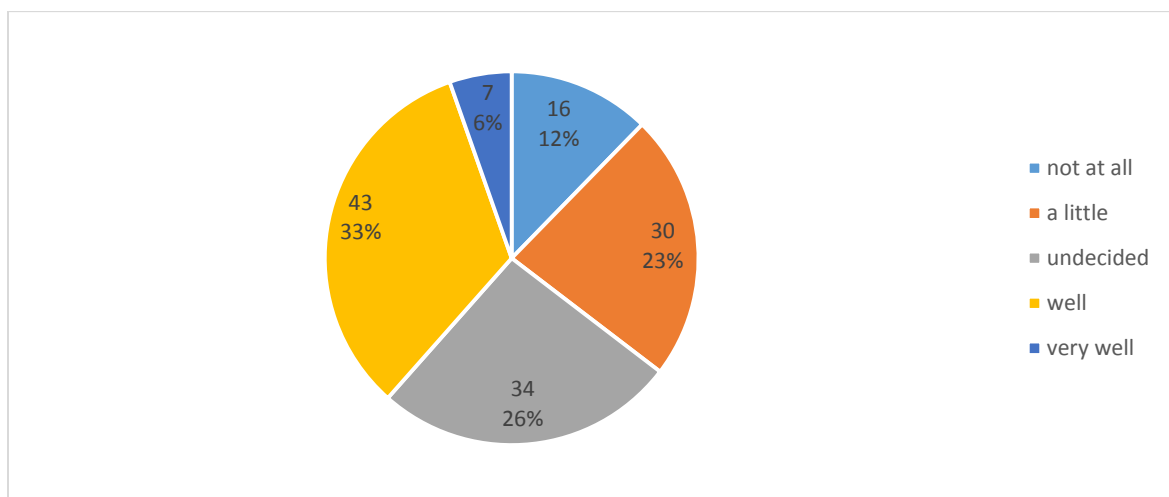
Country-specific evaluation:

Austria: 79% undecided | a little | not at all

Greece: 45% undecided | a little | not at all

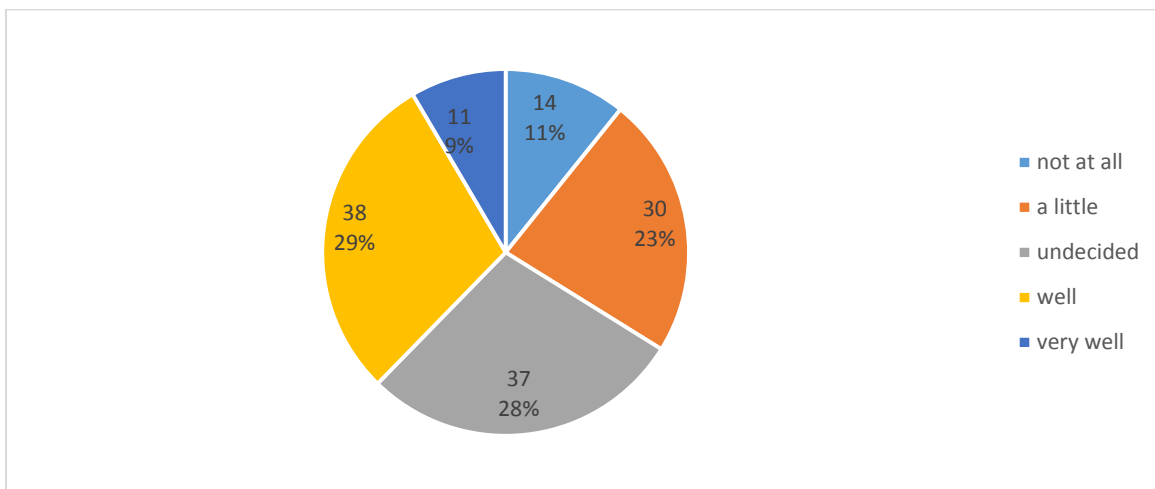
Italy: 57% undecided | a little | not at all

Turkey: 63% undecided | a little | not at all



16. The knowledge about how to support learning process for young migrants and refugees

Many of participants (62%) does not have the adequate knowledge about how to support the learning process for young migrants and refugees as can be seen in the percentages: 28% were undecided, while 23% stated to have just a little knowledge and further 11% reported to have no knowledge (Austria 72% | Turkey 67% | Greece 50% | Italy 47%). At the same time 29% knows quite well and 9% know very well how to deal with this issue.



17. The knowledge about different training methods and techniques

The majority of the participants (total 55%) were either undecided (23%) or has just a little knowledge (24%) or no knowledge (8%) in this field. On the other hand, 45% of the participants declared they know well (34%) or very well (11%) about different training methods and techniques.

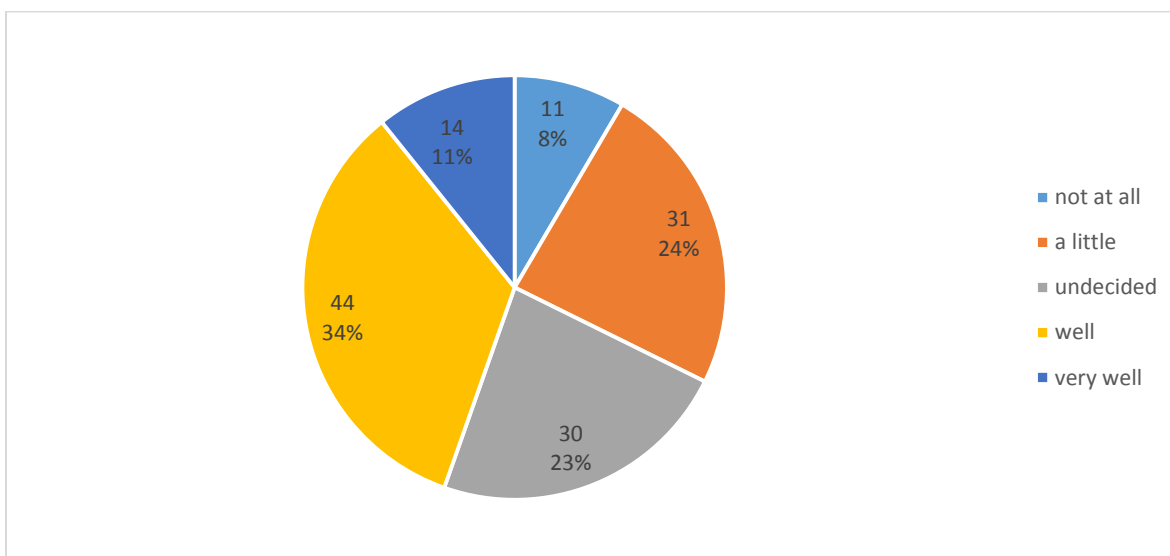
The country-specific evaluation results:

Austria: 79% are undecided, knows a little or have no knowledge

Greece: 50% very good or good knowledge | 50% knows a little or are undecided

Italy: 52% are undecided, knows a little or have no knowledge

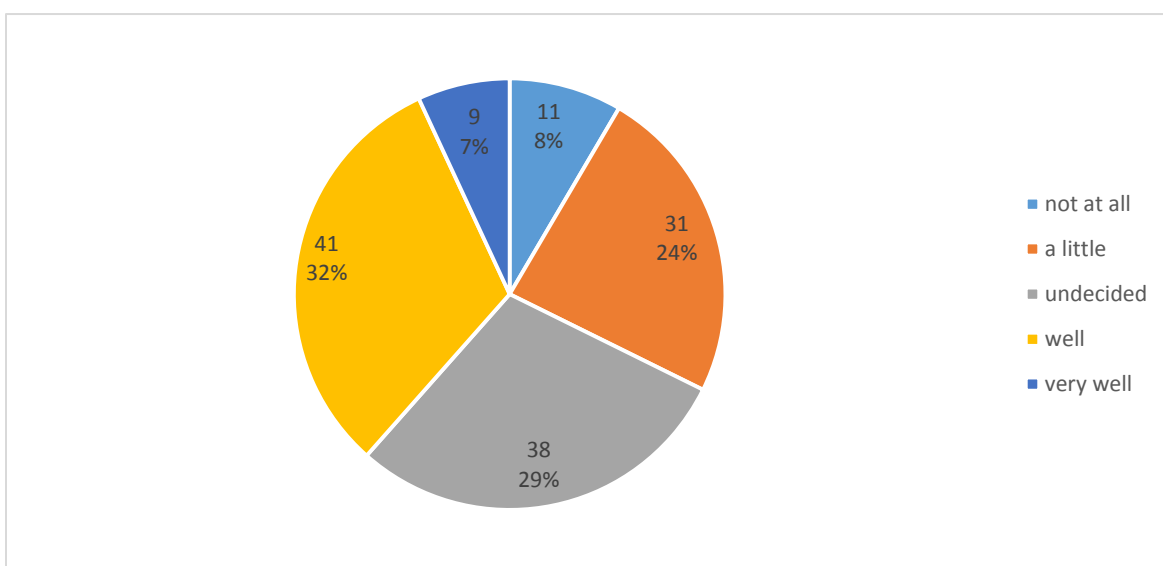
Turkey: 53% very good or good knowledge | 47% knows a little or are undecided



18. The knowledge about how to involve young migrants and refugees in planning, delivery and evaluation of the activities

Regarding the question whether the participants know how to involve young migrants and refugees in planning, delivery and evaluation of the activities, the results show, that **the majority of participants (total 61%) doesn't have the necessary knowledge** in this topic: 29% are undecided, 24% has just a little knowledge and 8% don't know anything about it (Austria 69% undecided/little knowledge | Italy 67% undecided/little knowledge | Greece 50% undecided/little knowledge | Turkey 43% undecided/little knowledge).

At the same time, 32% of the participants declared that they know how to include refugees “well”, 7% said they know “very well”.





19. What are the three major SKILLS and COMPETENCES important for youth workers when reaching out young migrants and refugees?

Note: Due to the different use of terms, no representative picture in the form of figures is possible. However, very clear basic principles could be filtered out, which are summarized in the following.

When the answers of the youth workers clustered according to the most popular answers among them, there are 5 major themes highlighted by the participants.

The results show that “**communication**”, “**intercultural competence**”, “**knowledge**” and “**empathy**” are the most popular skills and competences, which were considered important for youth workers when reaching out young migrants and refugees.

Grouping of the participants’ comments regarding the necessary skills and knowledge to reach out young migrants and refugees resulted in the following categories (breakdown by frequency and importance):

- **Communication skills** (Active listening skills, Conflict management and mediation skills, building a relationship of trust, being able to inform in an adequate manner migrants and refugees, ability to manage incomprehension and ambiguities in communication (to overcome the language barrier), group management skills and being good at group work).

“Language” was articulated as a crucial need by the participants as to provide communication with refugees. But at the same time, participants indicate here “intercultural” and “physiological” aspect of communication rather than simply underlining oral communication ability.

- **Intercultural skills** (Being able to manage the various needs of a community made up of different ethnic groups, awareness about cultural differences and accepting them, mastery in transcultural approach, respecting diversity).

Most of the youth workers reported the importance of acceptance of the different cultural backgrounds and patience when it comes in psychological traumas and lack of communication. Many of the participants think that they can be more useful for refugees and migrants if they know their culture better. This theme also emphasizes a general awareness on intercultural understanding rather than just a specific one.

- **Empathy/Openness/Patience** (to understand the real needs of migrants, being open-minded and curious, creativity).

Participants also stated out that what is necessary is empathy, exemption from possible biases and acceptance of different cultural and social background of the adolescent, so that youth worker through an honest communication to manage to establish a trust relationship in which it is easier to approach and deal potential crises and psychological wounds.

- **Knowledge regarding national and international legislation** (on immigration and international protection; rights and duties of migrants; legal procedures regarding registration of migrants and other administrative issues, actual and efficient supply of information to the migrants regarding documents, school, work, be able to inform in an adequate and efficient manner migrants and

refugees regarding all the necessary steps regarding documents (registration process, good knowledge of the territory and the services available in order to create integration opportunities for migrants).

“Knowledge” defined here further information and awareness on the facts related with migration and refugees.

- **Psychology** (to know how to work with traumatized people).

Many of the respondents noted that knowing “how to work with traumatized people” as another important theme and need.

20. What are the main challenges the youth workers face while working with young migrants and refugees?

There have been many different answers to this question but there are some challenges that seem to be very common for youth workers dealing with young migrants and refugees in all of the partner countries:

- **Communication difficulties/language:**

According to the answers of the survey participants, the most important problem is “language”. The majority of the respondents stated that a big challenge to reach out young migrants and refugees is the language barrier.

- **Cultural differences & Social problems:**

Cultural differences revealed as another crucial challenge and many of the participants indicated prejudices in both of the communities (local and refugee community) and exclusion exacerbate social problems. The prejudice of society is a main challenge. The bridges between the different cultures and the local system (laws, values lived in our country, customs and manners) are not easy to build.

This theme claims that the difference between the values and culture of hosting society and of refugees complicate the processes. Some of the respondents also indicated diverse stances towards gender equality as part of the “cultural difference”.

Most of the participants deal with youth from different culture and expertise on individual cultures is missing; to know about different cultures is not always sufficient, as well as the interactions between the young people from different cultures among themselves. From time to time, the handling with religious views are also a challenge, especially when certain values deviate completely from one’s own culture.

- **Relationship building:**

To build a relationship of trust with the young migrant/refugee that is based on a mutual respect and that empowers the person to accept him/herself and to integrate in the group and in the society.

- **Integration:**

How to deal with different expectations? How to create prospects for the future? To create a shared integration pathway with the young migrant/refugee that focuses on his/her personal needs but at the same time to be realistic and not to create false expectations and taking into account the opportunities offered by the territory.

To foster the autonomy of the young migrant/refugee concerning all the aspects of everyday life, for instance, knowledge of language, registration process and documents, medical visits, integration in the territory, ability to solve all the problems and unexpected aspects of daily life in a new country and not to “depend” on the educator/youth worker and the welfare system in general.

To be aware of the available opportunities and to create a wide network with public and private entities and service providers with whom it’s possible to create occasions and pathways of integration.

“Time constraint” was observed another important challenge and respondents explained that refugees cannot spend enough time for the activities of the youth workers or they do not provide a sustainable participation to the initiatives since many of them need to work to provide their basic needs.

- **Psychology-traumas & Emotional balance:**

Maintaining control of oneself and emotions. To find an emotional balance and understand where’s the limit of what should one give, the ability of “resetting” one’s mind when leaving the office after the work day.

For many of the participants, demarcation is a big issue. In individual care situations youth workers (coaches, trainers...) are responsible only for a certain part of the accompaniment, but not for everything. This might be a big challenge for them.

How to deal with false expectations? How to create clarity, how to show boundaries?

Many participants stated to have problems dealing with traumatization.

21. As a youth worker tell us about a success story related with the integration of the young migrants and refugees?

The participants have listed some short success stories in the survey. In these stories participants shared with us various experiences, but we can observe a certain similarity in all of them: They are success stories because young minors and refugees, with the help, support and patience of the educators and youth workers, managed to find their own integration pathway in the local context (through VET courses, school, work, leisure activities, social events, etc.).

In some cases, they became so autonomous that they even created opportunities to share their experience and traditions with the local community, which shows also a high level of active citizenship.

It should be emphasized that the participants have found ways to support the young people to be supervised and accompanying their personal commitment. For many of the participants the success



within their work is not always visible, since they are only responsible for sub-processes and of social measures.

5. IMPLICATIONS DERIVED FROM THE NEED ANALYSIS RESEARCH FOR THE DEVELOPMENT OF TRAINING CURRICULUM

The aim of this survey was to collect data for the development of a training curriculum that can help youth workers gain necessary knowledge and skills which can be useful reaching out to young migrants and refugees.

The survey aimed to:

- Identifying the general training needs of the youth workers
- Identifying the general training needs (knowledge, skills and competences) of youth workers in terms of reaching out to young migrants and refugees

With regard to these questions, the following results can be found in the study:

Understanding Migration

Migration is a complex phenomenon. Related laws, regulations, actors and terminology make it even more complex. In the daily work with the refugees, a basic knowledge regarding not only basic terminology but also national and international legislation is very important, in order to inform the people in an adequate and efficient way.

REACH OUT need analysis research showed that 25% of the survey participants have just a little knowledge and 20% are undecided about their knowledge regarding the legal status and rights of the migrants and refugees in their country. Furthermore 5% of the youth workers know nothing at all about the legal status and rights of migrants and refugees.

The answers regarding the knowledge about available services for young migrants and refugees are similar the ones above: While total 49% of the participants stated to have a very well (8%) or well (41%) knowledge, in total 51% of participants were either undecided or just have just basic knowledge in or do not have any knowledge at all.



In order to create integration opportunities for migrants a good knowledge of the legal status and rights of the migrants and refugees and available services is therefore needed and should be a part of the training program.

Understanding Target Group

Reaching out to young migrants and refugees requires understanding these target groups. This requires building empathy and acceptance, providing emotional support and supporting their self-development.

However, many survey participants stated to have problems dealing with traumatization. Research showed us that more than half of the survey participants (55%) do not have enough knowledge regarding how to deal with young migrants and refugees with trauma. But in view of the fact that the need of providing emotional support is very high, it is necessary to include this aspect in the training program for youth workers.

Furthermore, the survey results show that when youth workers are asked about the main challenges they face while working with young migrants and refugees many of them stated that being able to foster the autonomy of the young migrants and refugees concerning all the aspects of everyday life, and being able to build a relationship of trust that is based on a mutual respect are the main issues.

Additionally, it is necessary for youth worker to find an emotional balance and understand where's the limit of what should one give. For many of the study participants, demarcation is a big issue. In individual care situations youth workers (coaches, trainers...) are responsible only for a certain part of the accompaniment, but not for everything. This might be a big challenge for them.

In this respect, the following issues are important to be included within the training programme: empathy and acceptance, providing emotional support, fostering autonomy in target group and how to work with traumatized people.

Communication and Conflict Management

When addressing the most frequently encountered problems of young migrants and refugees, one important problem is the language barrier, which is the main obstacle in the integration debate. If one does not speak the language of the new home, an employment is hardly possible, according to the opinion of many experts.



The majority of the respondents in our study also stated that a big challenge to reach out young migrants and refugees is the language barrier. Although “Language” was articulated as a crucial need by the participants as to provide communication with refugees, at the same time, participants indicate here “intercultural” and “physiological” aspect of communication rather than simply underlining oral communication and language ability.

Therefore, another important issue to work with young migrants and refugees is non-verbal communication. This survey shows that 15% of the participants are not sure if they can communicate without talking in their language and further 18% were the opinion to know just a little about it. 2% have no experience in this matter.

In addition, the refugees in general, a proportionate number is not literate. In order to build up a relationship with the refugees it is therefore necessary to have holistic communication skills, like active listening skills, mediation skills and competences in conflict management.

Even if the youth worker don't understand the mother tongue of the refugees, it is necessary to overcome the language barrier and being able to inform the migrants and refugees in an adequate way. This requires the ability to cope with misunderstandings and ambiguities in communication. The research results indicate a need for communication skills training that includes subjects such as active listening and communication as well as conflict management and overcoming language barriers.

Intercultural skills

Cultural differences revealed as another crucial challenge and many of the respondents indicated prejudices in both of the communities (local and refugee community) and exclusion exacerbate social problems. Inadequate resources in the monitoring process put the coaches/trainers/youth worker facing personal problems.

The difference between the values and culture of hosting society and of refugees complicate the processes. Most of the youth workers deal with youth from different culture and expertise on individual cultures is missing; knowledge about different cultures is insufficient, as well as the interactions between the young people from different cultures among themselves. From time to time, the handling with religious views are also a challenge, especially when certain values differ completely from one's own culture.



Most of the youth workers reported the importance of accepting of the different cultural backgrounds and patience when it comes in dealing with psychological traumas.

Therefore, being able to manage the various needs of a community that made up of different ethnic groups is very important competence for youth worker and emphasizes the importance of awareness about cultural differences. This means that above all intercultural communication and the general acceptance of diversity are the most important competences in working with migrants and refugees. These results indicate a need for intercultural skills and cultural diversity training for youth workers.

Developing and Implementing Initiatives

Being able to analyse the problems, needs and expectations of the young migrants and refugees and being able to plan and develop programs and initiatives to address these needs is an important skill for youth workers.

REACH OUT need analysis research showed us that the majority of the survey participants do not have the necessary knowledge about how to assess the needs of young migrants and refugees (51%). Furthermore, the study shows that many of participants do not have the adequate knowledge about how to support the learning process for young migrants and refugees, either (61%).

Additionally, a large majority (61%) of the youth workers either “undecided” (26%) or know “nothing at all” (12%) or has “a little” knowledge (23%) regarding how to develop a plan/ process/ program/ initiative to address the problems of the young migrants and refugees.

Regarding the question if the survey participants know how to involve young migrants and refugees in planning, delivery and evaluation of the activities, the research results show that the majority of participants doesn't have the necessary knowledge on this topic (61%).

Youth workers offer support measures for refugees by supporting them in their personal development. With regard to these results, need analysis research showed us that there is a high need for training of youth workers on need assessment, developing different types of initiatives, involving target groups into the process and supporting learning process of young migrants and refugees.